

**City Services Performance Report
For Fiscal Year 2004**

May 2005

City Auditor's Office

City of Kansas City, Missouri

May 31, 2005

Honorable Mayor and Members of the City Council:

This is our fourth annual city services performance report. In it, we provide 2004 citizen survey results, along with performance information in six broad categories: streets, public safety, parks and recreation, water and sewer, neighborhood livability, and overall quality of life. We worked with an advisory panel several years ago to select performance measures in these areas that focus on community conditions and service outcomes.

Our intent is for the performance information to provide balance and context for the survey data – both to be fair to city staff in addressing their concerns that survey results are not a complete picture, and to be fair to citizens so that their perceptions are considered. Our report continues to be a work in progress. For example, this year's report includes trend information showing any changes in citizen satisfaction since our 2000 citizen survey. We also include comparisons of satisfaction between areas of the city, which we reported separately last year. We hope this report continues to encourage discussion about city performance. As we listen to and participate in that discussion, one of our objectives will be to continue to improve the clarity and utility of this report.

We appreciate the courtesy and cooperation of city, Police Department, MAST, Homeless Coalition of Greater Kansas City, and area school district staff in helping us to compile and assess the reliability of this information. The audit team on this project was Brandon Haynes, Deborah Jenkins, Sharon Kingsbury, Suzanne Polys, Joan Pu, Vivien Zhi, and Gary White.

Mark Funkhouser
City Auditor

City Services Performance Report for Fiscal Year 2004

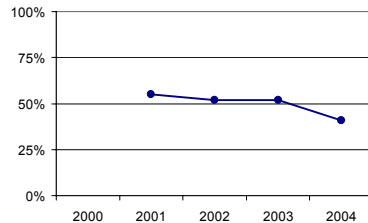
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Highlights

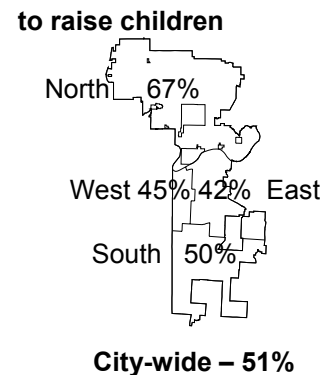
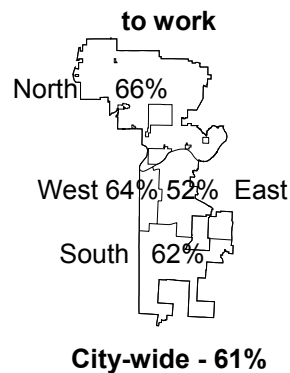
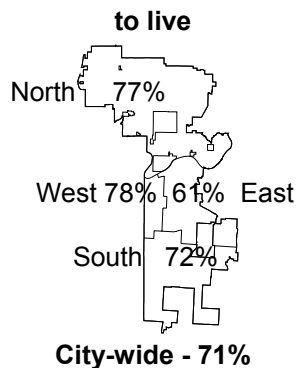
2004 City Services Performance Report

Overall Results



- City-wide satisfaction with the quality of city services declined from 55 percent in 2001 to 41 percent in 2004.

Percent responding that Kansas City is an “excellent” or “good” place. . . .



Which city services should receive the most emphasis from city leaders (top 4 selected).

City Services	2000	2001	2002	2003	2004
Maintenance of city streets, buildings, and facilities	67%	74%	62%	72%	77%
Police, fire, and ambulance services	27%	27%	22%	22%	30%
Flow of traffic	n/a	40%	36%	28%	29%
The city's storm water runoff/management system	40%	29%	27%	24%	25%

Streets

Compared to other metropolitan area cities, Kansas City scored at the bottom in satisfaction for:

Maintenance Service	Citizen Satisfaction	
	KCMO	Metropolitan Area Ranges
• Maintenance of city buildings	42%	42% to 98%
• Maintenance of traffic signals	50%	50% to 92%
• Cleanliness of streets and public areas	31%	31% to 89%
• Mowing and trimming of public areas	38%	38% to 82%
• Maintenance and preservation of downtown	23%	23% to 88%
• Maintenance of city streets	20%	20% to 72%
• Maintenance of city sidewalks	18%	18% to 72%

- Overall satisfaction with maintenance was the lowest of all regional cities surveyed.

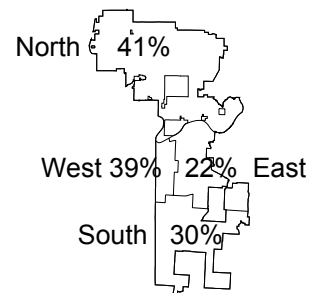
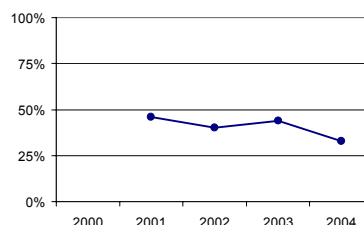
Public Safety

- Except for local fire protection and ambulance service, Kansas City's satisfaction with public safety ranked among the lowest of area municipalities but overall, public safety satisfaction was about average when compared to other large regional U.S. cities.

Satisfaction with Their Overall Feeling of Safety

- Satisfaction with their overall feeling of safety declined from 46 percent in 2001 to 33 percent in 2004. More respondents were satisfied in the north and fewest were in the east.

City-wide



- Kansas City police response times exceed response times reported by comparable cities. Response time is longest in North Patrol Division.
- Kansas City has the second highest rate of violent crimes per capita among cities with between 300,000 and 700,000 citizens. We have the third highest rate of property crimes per capita.
- Clearance rates for violent crimes and property crimes are lower than rates of comparable cities. We have the fourth lowest clearance rate for violent crimes and fifth lowest for property crimes among cities with between 300,000 and 700,000 citizens.
- Kansas City has the second highest ratio of officers and highest ratio of police civilians per 1,000 residents. Both ratios are above averages reported by comparable cities.
- The Kansas City, MO fire department responded to 75 percent of emergencies within 5 minutes in 2003 and 2004, exceeding the 61 percent average of comparable cities.
- The ambulance response time goal of reaching the scene within 8 minutes, 59 seconds on 90 percent of emergency calls was not achieved in 2004.

Parks and Recreation

During the past year, how many times did you or family members visit any parks in KCMO? (2004)

Response	City-wide	North	South	East	West
At least once a week	11%	8%	10%	10%	19%
Few times a month	18%	15%	16%	18%	24%
Monthly	13%	14%	10%	11%	17%
Less than once a month	27%	30%	31%	24%	23%
Seldom or Never	31%	33%	33%	37%	16%

- Less than half of respondents were satisfied with park maintenance.

Neighborhood Livability

Compared to other metropolitan area cities, Kansas City scored at the bottom in satisfaction for:

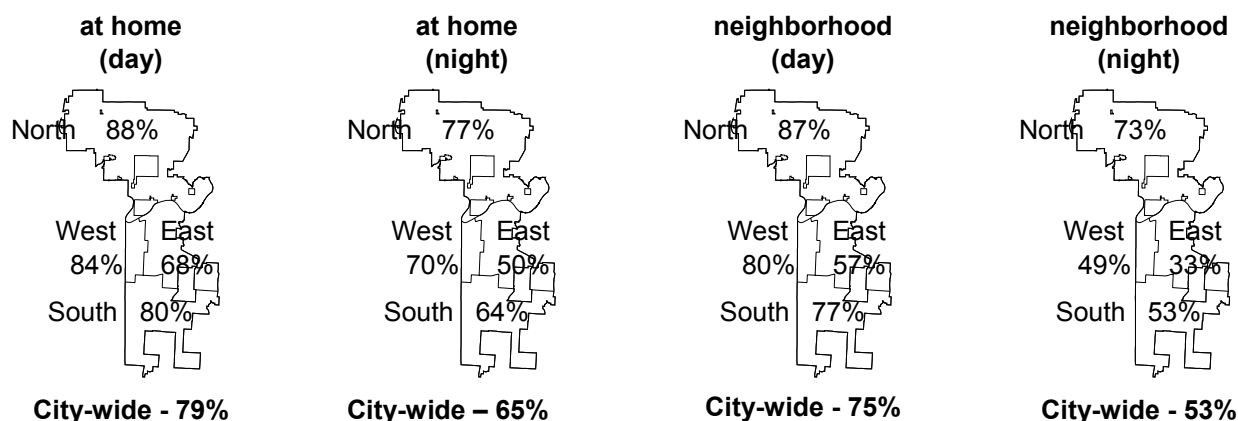
Code Enforcement Efforts	Citizen Satisfaction	
	KCMO	Metropolitan Area Ranges
• Enforcing sign regulations	31%	31% to 78%
• Enforcing exterior maintenance of business property	25%	25% to 77%
• Enforcing mowing on private property	19%	19% to 76%
• Clean up of debris on private property	19%	19% to 72%
• Enforcing maintenance of residential property	22%	22% to 69%

- Overall satisfaction with code enforcement efforts was the lowest of all regional cities surveyed.

Overall Quality of Life

- Overall satisfaction with the quality of life in the city declined from 60 percent in 2000 to 52 percent in 2004. More west area respondents (62%) were satisfied, while the fewest satisfied were in the east (39%).

Percent responding they feel “very safe” or “safe” . . .



- Kansas City has a higher percentage of households (13%) with annual incomes of less than \$10,000 than in the metropolitan area as a whole (8%).
- More women are participating in prenatal care, and the percent of underweight births and the infant mortality rate are declining.

Summary

2004 City Services Performance Report

The purpose of this report is to present the results of our 2004 citizen satisfaction survey, along with performance information in six broad categories: streets, public safety, parks and recreation, water and sewer, neighborhood livability, and overall quality of life. In addition to reporting trends in satisfaction with city services during the last five years, we also report significant differences in satisfaction between four areas of the city – north, south, east, and west.

Our survey results show lower citizen satisfaction with city government and service delivery, reflecting both a change in our methodology and lower citizen satisfaction. We changed our survey methodology from a phone to a mail survey to increase the number of households surveyed (over 3,800 vs. 1,200) and to report results by area without a large margin of error. Because this year's lower response rate (38% vs. over 50%) could mean the views of people who chose to respond may not be representative of the overall views of citizens, we conducted several tests to determine whether this occurred. The results were inconclusive.

To provide context for interpreting the survey results, we also include satisfaction ratings with 20 Kansas City area municipalities and 13 large U.S. regional cities. ETC Institute conducted our survey and the surveys of other cities.

Overall Results

For most questions, respondents were asked to rate city services on a scale from 1 to 5.

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

Respondents could also answer “don’t know.” All responses of 4 or 5 were combined to identify the level of citizen satisfaction. A similar methodology was used to assess respondent’s feeling of safety and rating Kansas City, Missouri as a place to live, work, and raise children.

In general, Kansas City survey respondents had less overall satisfaction with city services than respondents surveyed in other Kansas City area municipalities. Perceptions of Kansas City were also lower than the average of all metropolitan cities surveyed.

Satisfaction with city services, the city’s image, the value citizens receive for their tax dollars and how well the city is planning for growth declined in 2004.

Satisfaction with the maintenance and preservation of downtown as well as city buildings declined. More east area respondents were satisfied than in the other three areas of the city. Satisfaction was lowest in the south.

Satisfaction with city leadership and boards and commissions declined in 2004. Satisfaction with the City Manager and his staff also declined. Twenty-nine percent of west area respondents were satisfied with the city manager and his staff, the highest of the four areas. Satisfaction was lowest in the north (21%).

Kansas City had the lowest satisfaction of all metropolitan municipalities and central U. S. large regional cities when asked about city communications with the public. During the last five years, satisfaction has declined to about a fourth of Kansas City respondents.

Satisfaction with airport facilities increased between 2003 and 2004. The highest percentage of satisfied respondents was in the north (73%). The fewest satisfied were in the east (53%).

Satisfaction with the city convention facilities, the city's municipal court, animal control services, and efforts to enforce equal opportunity requirements declined in 2004.

When asked which of 12 specific categories of services should receive the most emphasis from city leaders over the next two years, respondents consistently ranked maintenance of city streets, buildings and facilities first in each of the last five years. The four categories receiving at least a quarter of the votes in 2004 are shown below.

Which city services should receive the most emphasis from city leaders over the next two years?

City Services	2000	2001	2002	2003	2004
Maintenance of city streets, buildings, and facilities	67%	74%	62%	72%	77%
Police, fire, and ambulance services	27%	27%	22%	22%	30%
Flow of traffic	n/a	40%	36%	28%	29%
The city's storm water runoff/management system	40%	29%	27%	24%	25%

Streets

Citizen Satisfaction with Maintenance Services – Kansas City and Other Metropolitan Area Cities:

Maintenance Service	Citizen Satisfaction	
	KCMO	Metropolitan Area Ranges
• Maintenance of city buildings	42%	42% to 98%
• Maintenance of traffic signals	50%	50% to 92%
• Maintenance of snow removal/major city streets	56%	43% to 87%
• Cleanliness of streets and public areas	31%	31% to 89%
• Mowing and trimming of public areas	38%	38% to 82%
• Adequacy of street lighting	59%	44% to 78%
• Maintenance and preservation of downtown	23%	23% to 88%
• Maintenance of city streets	20%	20% to 72%
• Maintenance of city sidewalks	18%	18% to 72%

Kansas City scored at the bottom for overall satisfaction among all large U.S. regional cities.

Less than a fourth of respondents were satisfied with the city's maintenance of streets, buildings, and facilities in 2004. Both street maintenance and street smoothness received satisfaction scores of less than 25 percent. Overall satisfaction with neighborhood streets was slightly higher. For this measure, the north had the highest percent satisfied (34%) while the east had the lowest (24%).

Street assessments completed by Public Works identified an increase in arterial streets that failed the assessment for potholes from prior year assessments, a continuing problem with street cracks in the northland, and a reduction in the number of streets failing the assessment for bumps and depressions from prior years. On local city streets, there was a three-fold increase in potholes from the Missouri river to 47th/55th street.

Satisfaction with traffic signal and street sign maintenance declined below 50 percent in 2004. Between 2001 and 2003, about 10,000 accidents per year were reported at 5,115 intersections. During 2002 and 2003, about 4,000 accidents were reported at 5,387 mid blocks.

Satisfaction with snow removal on major streets declined slightly, although it remains above 50 percent. Satisfaction with snow removal on residential streets increased from 26 percent in 2003 to 34 percent in 2004.

Satisfaction with street cleanliness is the lowest of the last five years. Satisfaction was highest in the north (35%) and lowest in the east (24%). However, Public Works' street assessments report fewer instances of dirt and debris at the city's curbs in 2004.

Public Safety

Except for local fire protection and ambulance service, Kansas City's satisfaction with public safety was the lowest of area municipalities but overall, public safety satisfaction was about average when compared to other large regional U.S. cities.

Two-thirds of respondents were satisfied with police, fire, and ambulance services combined, however satisfaction was less than 50 percent when asked about satisfaction with how quickly public safety personnel respond to emergencies.

Police. About half (54%) of respondents were satisfied with local police protection. More north area respondents (58%) were satisfied. The least satisfied were east area respondents (45%).

Satisfaction with local traffic laws and traffic flow declined in 2004, as did satisfaction with the city's efforts to prevent crime. More north area respondents (40%) were satisfied with crime prevention efforts, while the fewest satisfied (31%) were in the east.

The Police Department does not measure the time to answer 911 calls.

Average police response times are monitored and have declined in 2004, however, they were above the average reported by the International City/County Management Association (ICMA) for cities with populations of 100,000 or more, and the second highest among cities that reported to the ICMA with populations between 300,000 and 700,000. Average response time was the shortest in the central patrol division. The longest was in the north patrol division.

There has been a decrease in reported offenses in 2004, however Kansas City had the second highest rate of violent crimes per capita and the third highest rate of property crimes per capita among cities that reported to the ICMA with populations between 300,000 and 700,000.

The clearance rate for violent crimes fell to 27 percent in 2004, from 30 percent in 2003. The ICMA reports a clearance rate of 46 percent in 2003 for cities with populations of 100,000 or more. Kansas City had the fourth lowest clearance rate among cities that reported to the ICMA with populations between 300,000 and 700,000.

The clearance rate for property crimes remained unchanged in 2004 (10%). ICMA's reported clearance rate declined from 18 percent in 2002 to 15 percent in 2003 for cities with populations of 100,000 or more. Kansas City has the fifth lowest clearance rate for property crimes among cities that reported to the ICMA with populations between 300,000 and 700,000.

The clearance rate for the city's Part 2 crimes (non-aggravated assault, forgery, counterfeiting, fraud, embezzlement, etc.) declined from 37 percent in 2002 to 34 percent in 2004.

Kansas City has a ratio of 3.14 officers per 1,000 residents in 2004. In 2003, the ratio was 3.00 compared to an ICMA average of 1.99 for cities with populations of 100,000 or more. Kansas City has the second highest ratio among cities that reported to the ICMA with populations between 300,000 and 700,000.

Kansas City has a ratio of 1.53 civilians per 1,000 residents in 2004, 1.45 in 2003. ICMA's average for 2003 was 0.64 for cities with populations of 100,000 or more. Kansas City has the highest ratio among cities that reported to the ICMA with populations between 300,000 and 700,000.

Citizen satisfaction with police visibility in neighborhoods and retail areas declined from about 50 percent in 2003 to about 38 percent in 2004.

Fire. Satisfaction with local fire protection declined in 2004 to 70 percent of respondents.

Satisfaction with city efforts to enhance fire protection declined during the last four years. Satisfaction was highest in the east, where 50 percent of respondents were satisfied. The lowest was in the west, where only 38 percent were satisfied.

The Kansas City, MO Fire Department responded to 75 percent of emergencies within 5 minutes in 2004, about the same as the percentage reported in 2003. This percentage exceeds the ICMA average of 61 percent of emergencies responded to within 5 minutes, reported in 2003.

The number of structure fires slightly increased in 2004.

Ambulance service. Only 52 percent of respondents were satisfied with local ambulance service in 2004. Although ambulance response time goals were relaxed in 2003 from 8 minutes and 30 seconds to 8 minutes and 59 seconds, the response time goal of reaching the scene within this time 90 percent of the time was not achieved in 2004.

Parks and Recreation

Satisfaction with parks and recreation was below average for area municipalities. Only one of the large regional U.S. cities had lower overall satisfaction for parks and recreation services.

About half of respondents were satisfied with parks and recreation programs and facilities. Satisfaction was highest in the west (55%) and lowest in the east (41%). About half of respondents were satisfied with the location of city parks. Satisfaction was highest in the west (64%) and lowest in the north (38%).

There has been little change in park usage over the last five years, although the percentage of respondents who report visiting parks less than once a month nearly doubled from 2003 (14%) to 2004 (27%). City-wide results and comparisons by area are as follows:

During the past year, how many times did you or family members visit any parks in KCMO? (2004)

Response	City-wide	North	South	East	West
At least once a week	11%	8%	10%	10%	19%
Few times a month	18%	15%	16%	18%	24%
Monthly	13%	14%	10%	11%	17%
Less than once a month	27%	30%	31%	24%	23%
Seldom or Never	31%	33%	33%	37%	16%

Less than half of respondents were satisfied with park maintenance. Satisfaction was highest in the west (53%) and lowest in the east (41%). A third of respondents were satisfied with walking and biking trails. Satisfaction was highest in the west (45%) and lowest in the north (22%). More than a quarter (26%) of respondents were satisfied with outdoor athletic fields; fewer west area respondents (22%) were satisfied, while the north had the most (30%).

In January 2003, the department began its SHAPE program to monitor park maintenance. The department conducted 964 inspections in 2004. Eleven percent of the parks inspected were judged unacceptable.

Satisfaction with community center maintenance declined to 23 percent in 2004. The department also started a SHAPE program to monitor community center maintenance in January 2004. That month, 8 of 10 community centers were judged unacceptable. The number dropped to 5 of 10 in April 2004.

Satisfaction with other recreation programs were also low:

- Other city recreation programs – 16 percent
- City swimming pools – 17 percent
- Golf courses - 26 percent
- Youth athletic programs – 18 percent
- Ease of registering for programs – 16 percent
- Fees charged for recreation programs – 18 percent

Satisfaction with adult athletic programs was 16 percent in 2004. Satisfaction was highest in the east (20%) and lowest in the west (11%).

Satisfaction with boulevard maintenance stayed about the same in 2004 at about half. Satisfaction with boulevard maintenance was highest in the west (55%) and lowest in the north (41%).

General fund support for Parks and Recreation remains above \$19 million. Net operating expenses per capita were \$48.13 in 2004. The ICMA average for 2003 for cities with over 100,000 in population was only \$34.65. In 2003, Kansas City's per capita spending was \$53.29.

Water and Sewer Services

Satisfaction with the city water utility remains at more than half of respondents in 2004. More north area respondents were satisfied (61%), while the fewest were those in the east (49%).

While the city met all state and federal water quality standards, satisfaction with the taste of the city's water dropped from 73 percent in 1999 to 67 percent in 2003.

Only 29 percent of respondents were satisfied with storm water management in 2004. More north area respondents were satisfied (37%) while the fewest were those in the west and south (26%). According to a customer satisfaction survey conducted by Water Services in 1999 and 2003, the percent satisfied with rain water drainage near their residence was 72 percent in 2003, rising from 66 percent in 1999.

Average sewer and water bills increased in 2004, but rates remain lower than some other local cities. The total number of water main breaks per 100 miles of pipeline declined in 2004 but remains above the city's goal.

Neighborhood Livability

Seventy-one percent of respondents rate Kansas City as an "excellent" or "good" place to live. More west area respondents (78%) were positive about living in the city while the fewest responded positively in the east (61%).

More north area respondents (87%) own their own homes. The fewest home owners (74%) were found in the west. The rate of home ownership has increased slightly since 1990. Fifty-two percent of housing units were owner-occupied in 2000, compared to 50 percent in 1990.

Compared to other metropolitan area cities, Kansas City scored at the bottom in satisfaction for:

Code Enforcement Efforts	Citizen Satisfaction	
	KCMO	Metropolitan Area Ranges
• Enforcing sign regulations	31%	31% to 78%
• Enforcing exterior maintenance of business property	25%	25% to 77%
• Enforcing mowing on private property	19%	19% to 76%
• Clean up of debris on private property	19%	19% to 72%
• Enforcing maintenance of residential property	22%	22% to 69%

Satisfaction with code enforcement efforts was among the lowest of large U.S. regional cities.

Satisfaction with the enforcement of residential property maintenance; exterior business property maintenance; city codes and ordinances; and public health and safety codes declined in 2004 to about a fourth of respondents.

Satisfaction with trash collection services was 59 percent in 2004. The highest percentage (62%) was in both the north and south while the lowest (53%) was in the east. However, satisfaction with efforts to enforce and prosecute illegal dumping and clean up litter and debris on private property was about 15 percent.

Only 20 percent of respondents were satisfied with the city's efforts to remove abandoned cars. Satisfaction with weed cutting was 16 percent, and satisfaction with enforcement of sign regulations was 24 percent in 2004.

According to a housing condition survey conducted by UMKC, about 40 percent of homes rated by the survey need structural repairs.

Sixty-seven percent of property code violations were closed in 2002 and 2004. (It was 70% in 2003.) The overall average reported by the ICMA for cities with populations of 100,000 or more was 79 percent in 2002.

Only 16 percent of respondents were satisfied with city sidewalk maintenance, (highest satisfaction was in the north - 20%; fewest was in the south – 14%). The housing condition survey found that a majority of neighborhoods had no sidewalks or had deteriorated sidewalks.

More than half of respondents (57%) were satisfied with city street lights, down slightly from 2003. Most neighborhoods in the UMKC survey had no problems with street lights.

The UMKC survey results on catch basins found that most neighborhoods rated catch basins as adequate. The number of catch basins cleaned dropped in 2004 to 16,602. The department's current goal is to clean at least 19,500 catch basins each year.

Kansas City remains a largely segregated city, although there has been some improvement since 1990.

When asked to describe their race/ethnicity, the response was as follows:

What is your race/ethnicity?

Response	City-wide	North	South	East	West
White	62%	80%	67%	36%	71%
Black	28%	12%	26%	55%	22%
Other*	10%	8%	8%	8%	7%

* Other includes Asian/Pacific Islander, American Indian/Eskimo, and Hispanic Respondents.

Overall Quality of Life

Overall satisfaction with the quality of life in the city was 52 percent in 2004. More west area respondents (62%) were satisfied, while the least were found in the east (39%).

Safety. When asked about satisfaction with their overall feeling of safety in the city, 33 percent of respondents said they were satisfied. This percentage was highest in the north (41%) and lowest in the east (22%).

We also asked a series of questions assessing feelings of safety in the city, at home, in neighborhoods, and in parks during the day and at night.

The percent of respondents saying they felt either “safe” or “very safe” were as follows:

Feeling safe. . .	City-wide	North	South	East	West
At home (day)	79%	88%	80%	68%	84%
At home (night)	65%	77%	64%	51%	70%
In neighborhood (day)	75%	87%	77%	57%	80%
In neighborhood (night)	53%	73%	53%	33%	49%
In parks (day)	40%	40%	36%	30%	59%
In parks (night)	5%	6%	3%	6%	8%

Wealth. The city’s median household income increased only 4 percent, from \$37,198 in 2000 to \$38,639 in 2003, compared to an almost 7 percent inflation rate. The percent of households in the lowest income category (less than \$10,000) is higher in Kansas City (13%) than in the metropolitan area as a whole (8%).

Housing. The median value of owner-occupied housing increased 12 percent between 2000 and 2003. Half of the city’s housing was built before 1960.

The percentage of students eligible for free or reduced priced lunch ranged from over 80 percent in the KCMO school district, to about 8 percent in Smithville in 2004. The percentage for all of Missouri was 41 percent in 2004.

Homelessness. Homelessness continues to be a problem. The Homeless Services Coalition identified 1,599 homeless persons and 615 homeless families in January 2005.

Employment. When asked how Kansas City was as a place to work, 61 percent felt it was “excellent” or “good.” More north area respondents (66%) felt this way, while the fewest were in the east (52%). Kansas City’s unemployment picture was mixed over the last decade. Unemployment declined in the 1990’s but increased after 2000. Annual employment growth was flat, except for jumps in 1995 and 2000.

Education. One-half (51%) of respondents felt Kansas City was an “excellent” or “good” place to raise children. Satisfaction was highest in the north (67%) and lowest in the east (42%). Eighty-three percent of the adult population were high school graduates in 2000, up from 79 percent in 1990. High school graduation rates were 64 percent in the KCMO school district, the lowest of the city’s twelve school districts.

Health. Satisfaction with local public health services dropped to 32 percent in 2004. Satisfaction was highest in the north (37%) while the west had the lowest (27%). When surveyed in 2003, 14 percent of those surveyed had no health insurance. More women are participating in prenatal care, the percent of underweight live births is declining, as did the infant mortality rate. Deaths due to heart disease, stroke, motor vehicle crashes, and unintentional injury declined, while deaths due to cancer and AIDS/HIV increased. Kansas City’s deaths due to cancer, AIDS/HIV, and diabetes were higher in 2003 than the national average for 2002.

Introduction

Objectives

We completed this report pursuant to Article II, Section 13 of the Charter of Kansas City, Missouri, which establishes the Office of the City Auditor and outlines the City Auditor's primary duties.

The purpose of this audit is to report the 2004 citizen survey results along with performance indicators in six broad areas related to city services: streets, public safety, parks and recreation, water and sewer, neighborhood livability, and overall quality of life. We also report instances where citizen satisfaction varies by area of the city.

We hope this report encourages public discussion about city performance and expectations for performance. We also plan to use the information collected in deciding future audit topics.

Scope and Methodology

We completed this report in accordance with generally accepted government auditing standards, with the exception of reporting the views of management concerning the report. We sent a draft report to the City Manager for his review. No information was omitted from this report because it was deemed privileged or confidential.

Survey Methodology

We contracted with ETC Institute to conduct a mail survey to measure citizen satisfaction with city services. Ten-thousand survey questionnaires were sent in December, 2004 and 3,838 surveys were returned. The survey had an overall response rate of 38 percent.

The number of households surveyed in 2004 represents a three-fold increase over prior years. Survey results have a 95 percent confidence level and a margin of error of up to +/- 1.57 percent. This means that out of 100 samples drawn in the same manner, we would expect 95 to yield results within the specified error range.

The gender of the survey respondents is statistically comparable to the city's population according to the 2000 Census for the city as a whole.

Comparison of Survey Demographics to 2000 Census - Gender

	Male	Female
Census	47.6%	52.4%
2004 Survey	52.6%	47.4%

Sources: ETC Institute DirectionFinder Survey 2004 and Census 2000
Supplementary Survey Summary Tables.

Regarding race, however, the survey results over represent respondents in the “Other” category, which includes Asian/Pacific Islander, American Indian/Eskimo, and Hispanic respondents.

Comparison of Survey Demographics to 2000 Census - Race

	White	Black/African-American	Other
Census	59.6%	35.4%	5.0%
2004 Survey	62.4%	27.7%	9.8%

Sources: ETC Institute DirectionFinder Survey 2004 and Census 2000 Supplementary Survey Summary Tables.

Change in survey methodology. Our survey results this year show lower citizen satisfaction with city government and service delivery than in previous surveys. The change in results probably reflects both our change in methodology and lower citizen satisfaction.

We changed our survey methodology this year from a telephone to a mail survey to increase the number of households that we surveyed. City Council members requested information by geographic area. Increasing the number of surveyed households allows us to report results broken down by geographic area without a large margin of error for results by subgroups. In order to keep costs down, we switched from a telephone survey to a mail survey.

	This year	Prior years
Surveys completed	3,838	1,200
Response rate	38%	Over 50%
Survey method	Mail	Telephone

On one hand, the lower response rate of this year’s survey could introduce response bias in the results – in other words, the views of people who chose to respond to the survey could differ significantly from the overall views of citizens. On the other hand, the mail survey could produce less biased results. Some research shows that respondents to mail surveys provide better quality data because they have more time to think when answering the questions. Mail surveys also eliminate bias that can result from different interviewers conducting telephone surveys.

We analyzed survey responses in three ways to test for response bias. Our analysis was inconclusive. Therefore, we believe that results reflect both the change in methodology and lower levels of satisfaction with city government services.

- According to survey literature, people with stronger opinions are more likely to answer a mail survey than those who have less strong opinions. We hypothesized that if there was significant response bias people who responded to the survey earliest would hold stronger opinions (report more satisfaction or more dissatisfaction) than those who responded after they received a reminder to complete and return the survey. We compared the answers of the first 1,000 responses we received to the last 1,000 responses we received. There were no significant differences between the two groups.
- We compared changes in responses by types of question: general questions about the city and questions about specific services. We hypothesized that satisfaction with general aspects of the city – the quality of life and the city as a place to live, work and raise children – would be more stable over time because many factors influence perceptions. Therefore, significant decreases in satisfaction in

these areas could indicate response bias. Respondents reported lower satisfaction with overall quality of life (5.9%). But more respondents said the city is a good or excellent place to live (5%) and work (3.7%). There is no change in assessing the city as a place to raise children. The size of these variations was not as large as for questions asking about specific services.

- We compared the overall pattern of this year's survey results to prior years. We hypothesized that a significant response bias would result in changes in how respondents rated different services relative to one another. The overall pattern of responses did not change in this year's survey. For example, respondents' overall satisfaction with police, fire ambulance and street lighting are always higher than their satisfaction with maintenance of city buildings, street smoothness, and sidewalk condition over the years.

Municipal Benchmarks

To provide context for interpreting the survey results, we obtained satisfaction ratings for some questions from 20 Kansas City area communities where similar surveys were administered. Communities include:

Blue Springs, Missouri	Lawrence, Kansas	Overland Park, Kansas
Bonner Springs, Kansas	Leawood, Kansas	Platte City, Missouri
Butler, Missouri	Lee's Summit, Missouri	Pleasant Hill, Missouri
Gardner, Kansas	Lenexa, Kansas	Shawnee, Kansas
Grandview, Missouri	Liberty, Missouri	Spring Hill, Kansas
Independence, Missouri	Merriam, Kansas	United Government of
Johnson County, Kansas	Olathe, Kansas	Kansas City, Kansas, and Wyandotte County

For some survey questions, we also provide benchmarking data from 13 large regional U.S. cities:

Arlington, Texas	Houston, Texas	San Antonio, Texas
Dallas, Texas	Indianapolis, Indiana	St. Louis, Missouri
Denver, Colorado	Minneapolis, Minnesota	Tulsa, Oklahoma
Des Moines, Iowa	Oklahoma City, Oklahoma	Wichita, Kansas
Fort Worth, Texas		

ETC conducted citizen satisfaction surveys in these cities between December 2002 and December 2004.

Determining citizen satisfaction. For most questions, respondents were asked to rate city services on a scale from 1 to 5.

Rating for City Services

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

Respondents could also answer "don't know." All responses of 4 or 5 were combined to identify the level of citizen satisfaction. A similar methodology was used to assess respondent's feeling of safety and rating Kansas City, Missouri as a place to live, work, and raise children.

“Don’t know” responses. The percentage of “don’t know” responses have been excluded in graphs comparing Kansas City’s survey results to other local metropolitan cities and regional large U.S. cities to facilitate valid visual comparisons. However, the percentage of households responding “don’t know” is important because it often reflects the level of utilization of some city services. All survey result comparisons to prior years and comparisons between areas of the city include “don’t know” responses.

Performance Indicators

The set of performance indicators we highlight in this report is not intended to be a complete set of performance measures for all users. We sought to limit the number of measures we report so the information is more accessible to the public and elected officials. Our focus is on a few critical measures in priority areas that are relevant to community conditions and citizen satisfaction.

Our objective was to consider performance information from a citizen’s point of view rather than functional responsibility for service delivery. Therefore, responsibility for some of the service areas may overlap programs, departments, or jurisdictions.

An advisory panel of seven community representatives and two city staff assisted us in selecting performance indicators that focus on community conditions and program results. The panel met four times between September 14 and October 5, 2001, to discuss performance indicators that are central to quality of services or citizen satisfaction.

We selected indicators to report based on the panel’s input and data availability. We compiled performance data for fiscal year 2004 and compared the results with the data we compiled in prior years.

Where possible, we verified data by reviewing how data are collected and recorded, reviewing computer programs or calculations, performing calculations, or seeking confirmation from other sources.

Where available, we report targets, standards, or goals for the measures. For example, we report some benchmarks from the International City/County Management Association (ICMA) Comparative Performance Measurement FY 2003 Data Report. But for the most part, we did not collect comparable data from other cities due to time constraints and the difficulty of ensuring that data from other cities are reliable and comparable. This is our fourth City Services Performance Report.

Background

Performance measurement encourages accountability by providing information regarding use of public resources. The Governmental Accounting Standards Board (GASB) has encouraged governments to publicly report performance data to provide more complete information about the results of programs than is available in a budget or financial statement. Accessible and reliable information about government performance supports decision-making and allows the public to build trust and confidence in their public institutions.

Elected officials and citizens can use performance information to decide how well the city is providing services. Comparisons can be made between current information and:

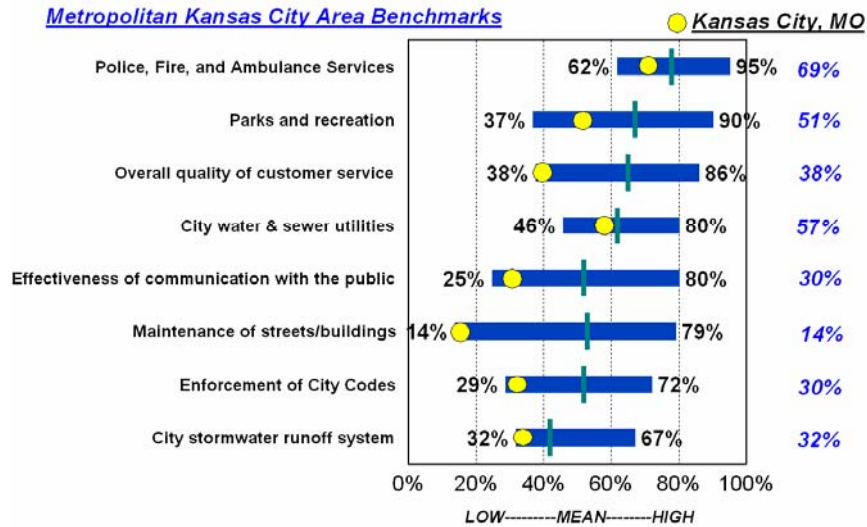
- Previous year's performance
- Agency targets or goals
- Technically developed standards or norms
- Similar jurisdictions
- Citizen expectations
- Similar private sector organizations
- Among geographical areas or client groups

While the performance information is useful in telling us how the city is doing, it does not tell us why the city is doing well or poorly. Many factors including funding, weather, population density, and vague or conflicting program goals can influence outcomes.

Overall Results

Overall Satisfaction With City Services in **2004**

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

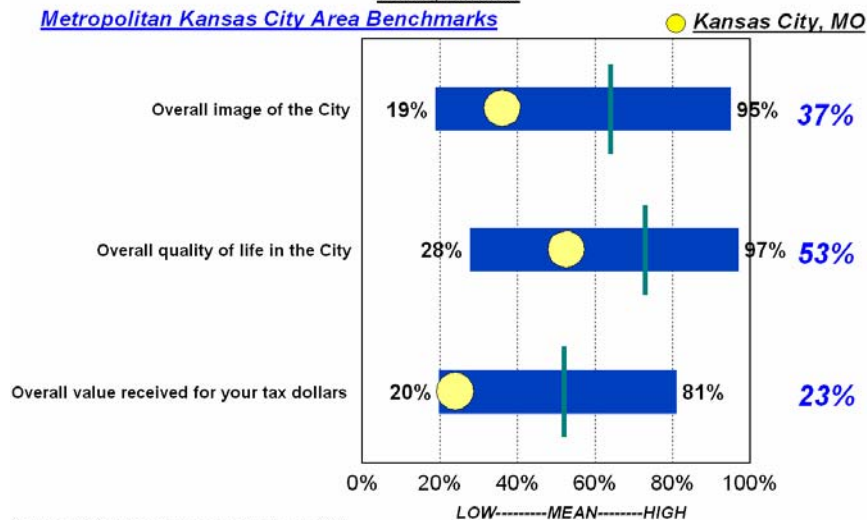


Source: ETC Institute DirectionFinder (c) 2004

- Overall satisfaction with categories of city services is less in Kansas City than the average of all metropolitan cities.

Perceptions Residents Have of the City in Which They Live - **2004**

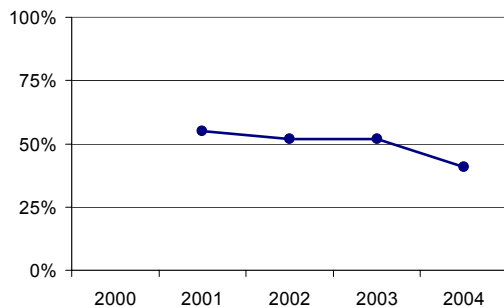
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows



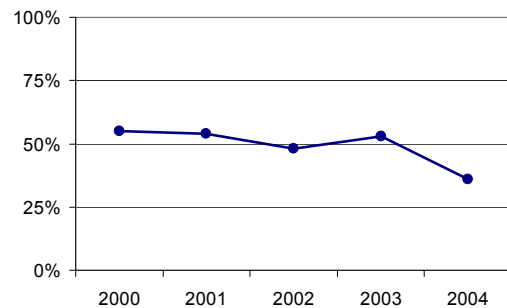
Source: ETC Institute DirectionFinder (c) 2004

- Kansas City respondents' perceptions of the city's image, quality of life, and value received for tax dollars were less satisfactory than the average satisfaction of respondents in other area municipalities.

**Overall Satisfaction with the Services
Provided by KCMO**

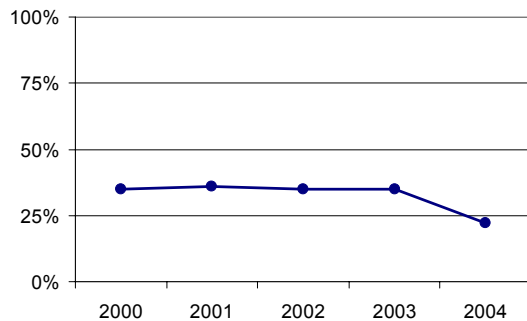


Overall Satisfaction with the City's Image

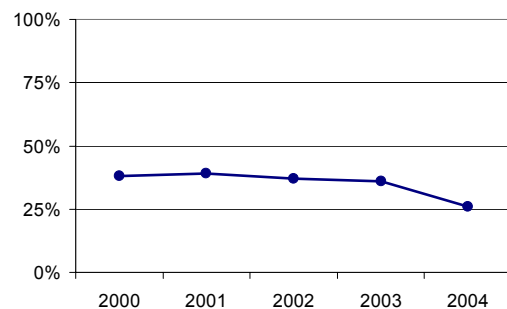


- Overall satisfaction with the services provided by city government declined during the past four years, from 55 percent satisfaction in 2001 to 41 percent in 2004.
- Overall satisfaction with the city's image also declined, from 55 percent in 2000, to about 36 percent in 2004.

**Satisfaction with the Value You
Receive For Your Tax Dollars**

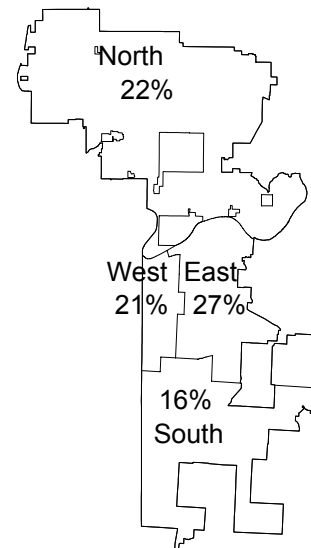
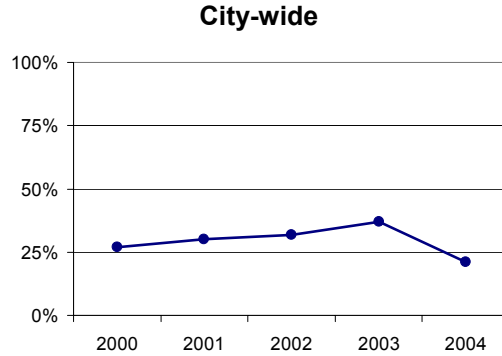


**Satisfaction with How Well
the City Is Planning for Growth**



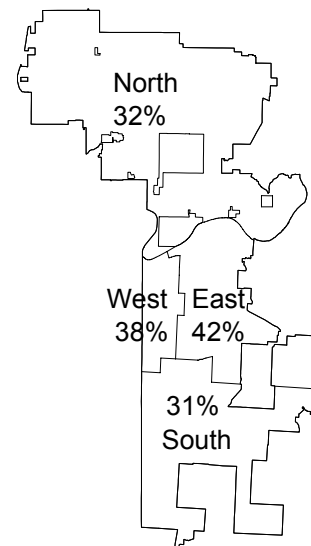
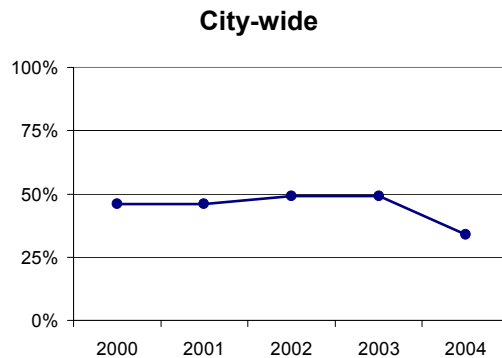
- Satisfaction with the value received for city tax dollars declined in the 2004 survey.
- Satisfaction with the city's planning for growth also declined in 2004.

Satisfaction with Downtown Maintenance and Preservation Efforts



- Satisfaction with efforts to maintain and preserve downtown declined in 2004.
- More east area respondents were satisfied, while the fewest satisfied were in the south.
- More west area respondents (45%) expressed dissatisfaction with the city's efforts.

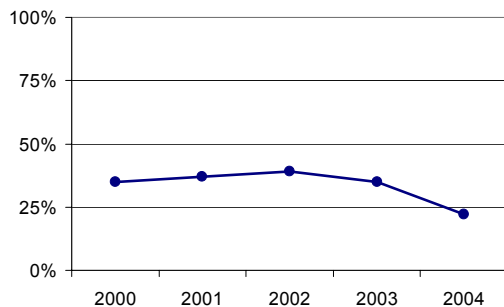
Satisfaction with the Maintenance of City Buildings, Such as City Hall



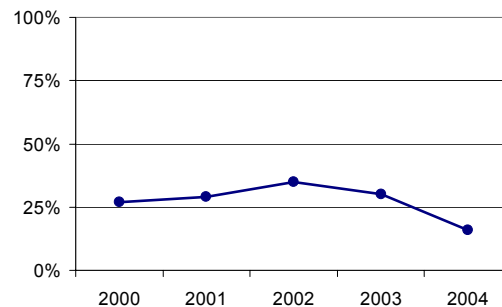
- Satisfaction declined for maintenance of city buildings in 2004.
- More east area respondents were satisfied.
- Twenty percent of north area and 12 percent of east area respondents answered don't know.

Satisfaction with Elected/Appointed City Officials and Staff

Overall Satisfaction with the Leadership Provided by City Elected Officials



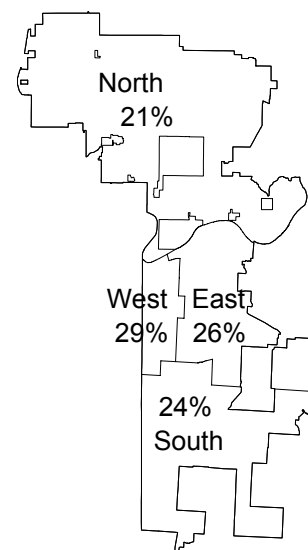
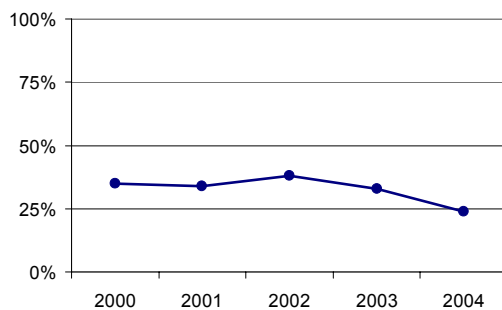
Overall Satisfaction with Appointed Boards and Commissions Effectiveness



- Satisfaction with elected officials and appointed boards and commissions averaged around a third of respondents in surveys completed between 2000 and 2003.
- The 2004 survey showed declines in satisfaction in both categories.

Overall Satisfaction with the Effectiveness of the City Manager and Appointed Staff

City-wide



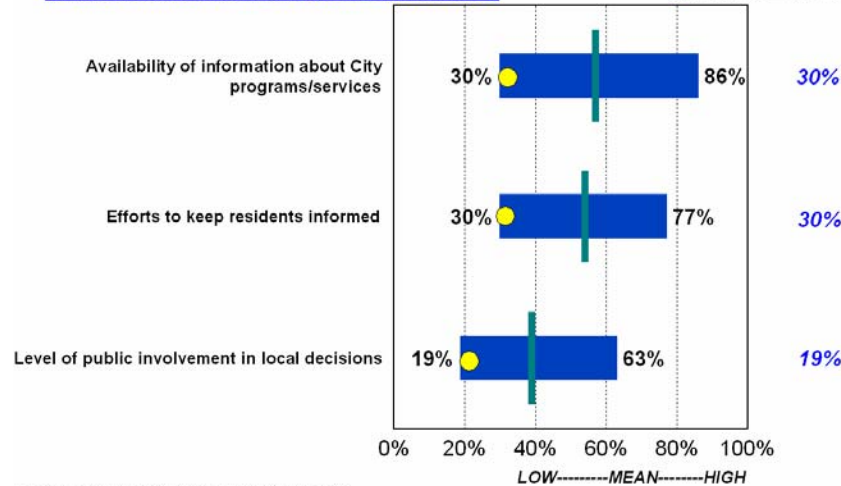
- City-wide satisfaction with the City Manager and appointed staff declined in 2004.
- More west area respondents were satisfied.

Satisfaction with Citizen Interactions with Government

Satisfaction with City Communications 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

Metropolitan Kansas City Area Benchmarks ● Kansas City, MO



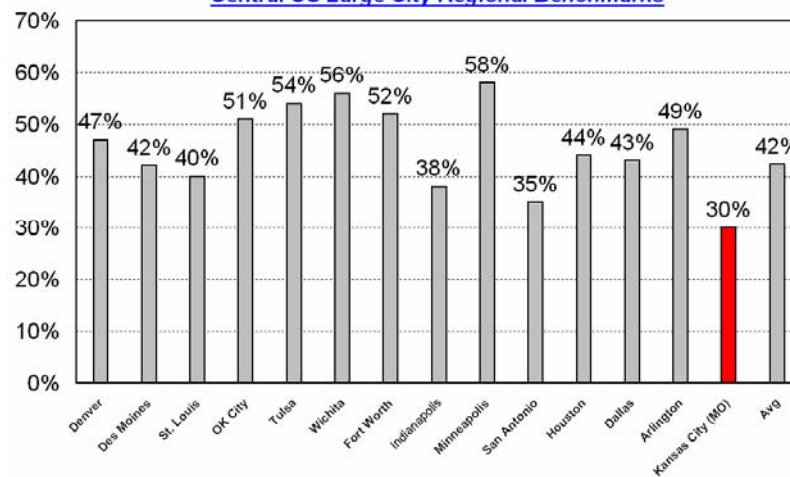
Source: ETC Institute DirectionFinder (c) 2004

- Kansas City ranked at the bottom when asked about availability of information, efforts to keep residents informed, and level of public involvement in decision-making.

Overall Satisfaction With City Communications - 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

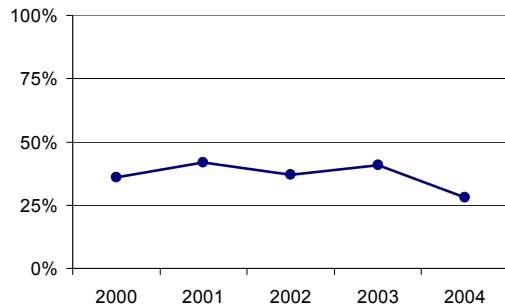
Central US Large City Regional Benchmarks



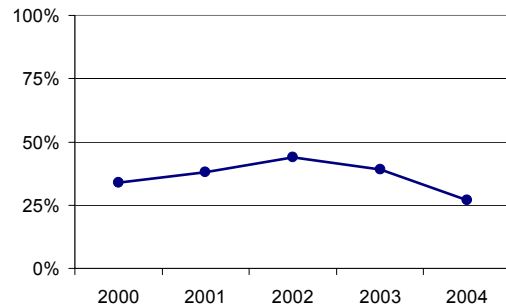
Source: ETC Institute DirectionFinder

- Kansas City ranks the lowest for overall satisfaction with city communications, when compared to thirteen large regional U.S. benchmarks.

Satisfaction with City Communications with the Public

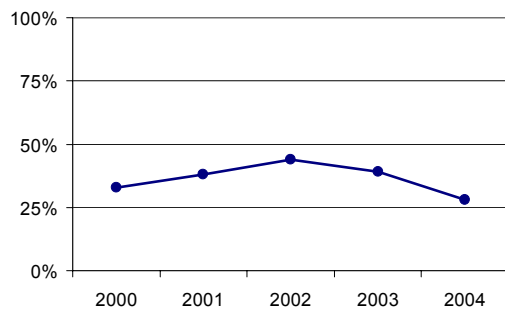


Satisfaction with the Availability of Information about City Programs and Services

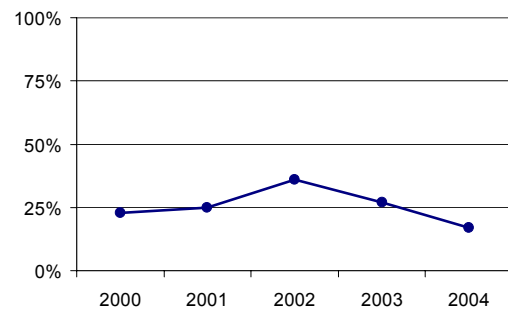


- Satisfaction with city communications or the availability of information about city programs and services never exceeded 45 percent in any of the last 5 years.

Satisfaction with Efforts to Keep You Informed about Local Issues

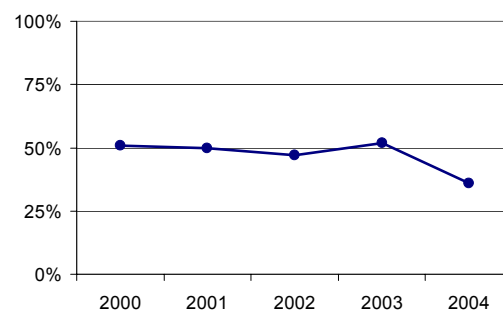


Satisfaction with the Level of Public Involvement in Local Decision Making



- Over a third of respondents were satisfied with efforts to keep them informed about local issues until 2004.
- Until 2004, about a fourth of respondents were satisfied with public involvement in local decision-making.

Satisfaction with the Customer Service Received from Employees

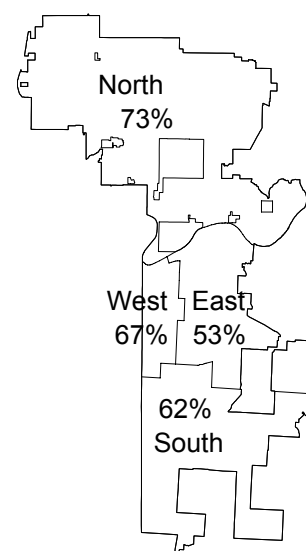
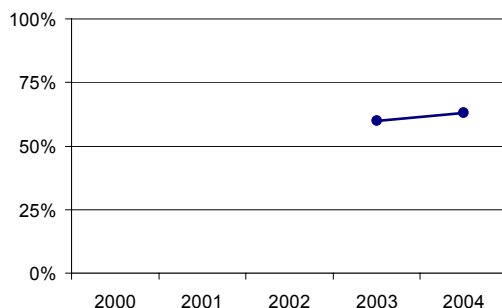


- From 2000 through 2003, about half of respondents were satisfied with the level of customer service received from city staff.
- The percentage of satisfied respondents declined to about a third in 2004.

Satisfaction with Specific City Services

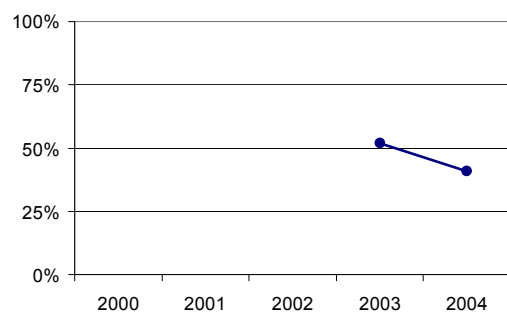
Satisfaction with Airport Facilities

City-wide

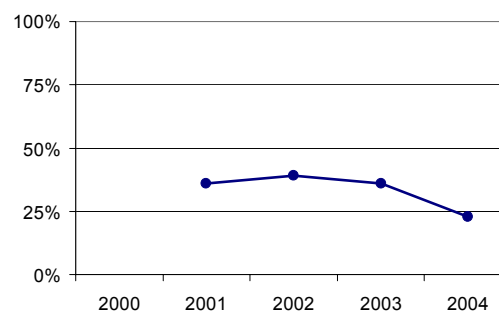


- City-wide satisfaction with airport facilities increased to 63 percent in 2004, the second year we asked this question.
- Almost three quarters of north area respondents were satisfied with airport facilities, while the fewest satisfied were east area respondents.
- More east area respondents (14%) replied “don’t know” when asked about the airport, while the fewest “don’t knows” (4%) were from north area respondents.

Satisfaction with City Convention Centers

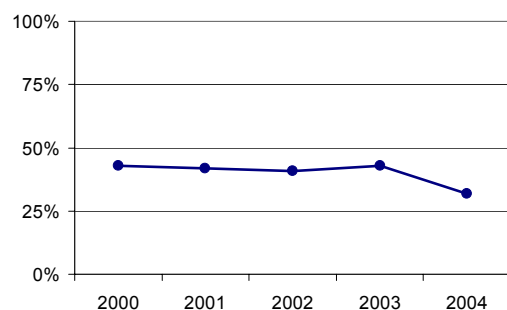


Satisfaction with the City’s Municipal Court

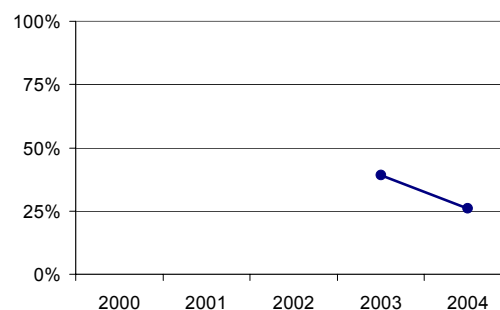


- More than half (52%) of respondents were satisfied with convention facilities in 2003. This percentage declined to 41 percent in 2004.
- A third of respondents were satisfied with the city’s municipal court until 2004, when only a fourth of respondents were satisfied.

Satisfaction with Animal Control Services



Satisfaction with Enforcing Equal Opportunity Requirements



- Satisfaction with animal control efforts exceeded 40 percent between 2000 and 2003, but declined to about a third in 2004.
- Satisfaction with efforts to enforce equal opportunity requirements to all citizens was almost 40 percent in 2003, but declined to 26 percent in 2004.

Overall Priorities. We asked respondents to identify which of 12 specific categories of services should receive the most emphasis from city leaders over the next two years.

Respondents consistently ranked maintenance of city streets, buildings and facilities first in each of the last five years. Public safety services were second this year. More than a quarter selected the overall flow of traffic and the quality of the city's storm water management system.

City Services	2000	2001	2002	2003	2004
Overall maintenance of city streets, buildings, and facilities	67%	74%	62%	72%	77%
Overall quality of police, fire, and ambulance services	27%	27%	22%	22%	30%
Overall flow of traffic*	n/a	40%	36%	28%	29%
Overall quality of the city's storm water runoff/management system	40%	29%	27%	24%	25%
Overall enforcement of city codes and ordinances	25%	21%	23%	24%	21%
Overall effectiveness of city communication with the public	29%	22%	29%	22%	19%
Overall quality of customer service you receive from city employees	18%	14%	23%	13%	17%
Overall quality of city parks and recreation programs and facilities	25%	17%	23%	19%	16%
Overall quality of city water utilities	25%	15%	16%	15%	12%
Overall quality of local public health services	18%	13%	17%	13%	12%
Overall quality of city convention facilities**	n/a	n/a	n/a	7%	6%
Overall quality of airport facilities**	n/a	n/a	n/a	5%	3%

*Asked for the first time in the 2001 survey.

**Asked for the first time in the 2003 survey.

Sources: ETC Institute DirectionFinder Surveys.

Streets

The Public Works Department maintains city streets, including resurfacing, patching potholes, clearing snow and ice, and cleaning roadside ditches. The department is also responsible for inspecting utility cuts, issuing traffic control and street closure permits, setting speed limits and intersection controls, and maintaining traffic signals and signs. Street services are primarily funded by city and state taxes. The city has about 5,900 lane miles of streets.

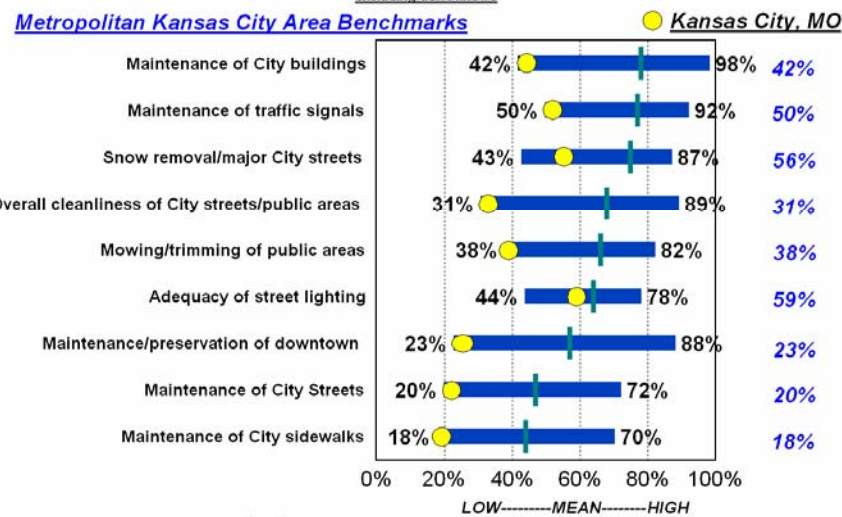
Public Works Department Expenditures (millions) and Authorized FTEs

	2001	2002	2003	2004
Expenditures	\$ 99	\$105	\$132	\$140
FTE	403	392	374	503 ¹

Sources: Adopted Budgets 2004 and 2005, and Submitted Budget 2006.

Satisfaction with Maintenance Services 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows



Source: ETC Institute DirectionFinder (c) 2004

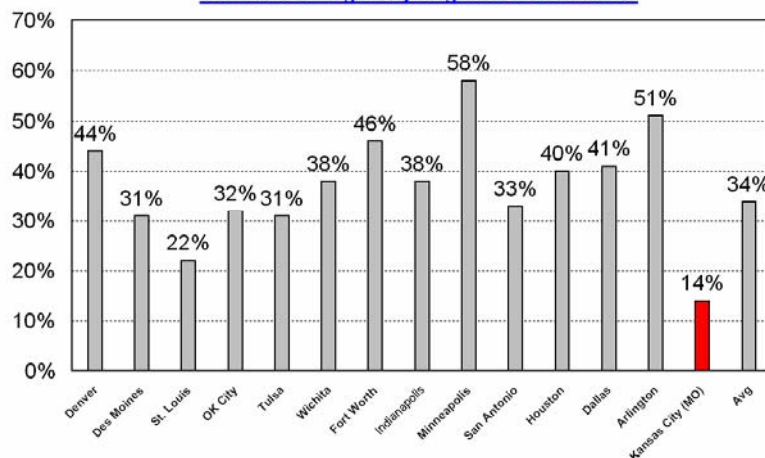
- Satisfaction with the city's maintenance services ranged from 18 percent for city sidewalks to 59 percent for the adequacy of street lighting.
- Kansas City's survey results were closest to the average satisfaction of area municipalities for street lights.
- Except for street lights and snow removal, Kansas City scored well below the average.
- In seven instances, Kansas City scored the lowest of all municipalities surveyed.

¹ The 2006 proposed budget recasts 2004 FTE figures to include the results of the City Manager's proposed consolidations, which shifts some additional positions to Public Works.

Overall Satisfaction With Maintenance - 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

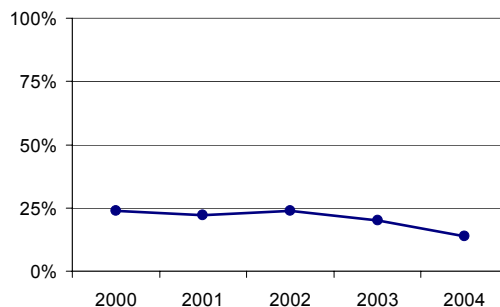
Central US Large City Regional Benchmarks



Source: ETC Institute DirectionFinder

- Satisfaction with Kansas City's maintenance efforts was far below other regional large U.S. cities.

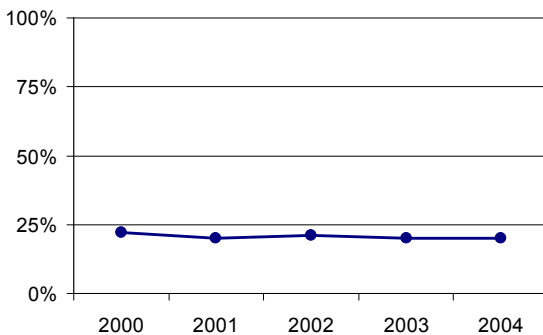
Satisfaction with Maintenance (Streets, Buildings, and Facilities)



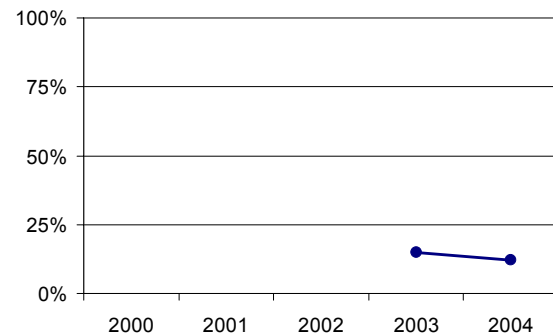
- Less than a fourth of respondents were satisfied with the city's maintenance efforts during each of the last 5 years.
- The lowest level of satisfaction was reported in 2004.
- Maintenance of city streets, buildings, and facilities remain the first priority of respondents asked to identify what city leaders should emphasize in the next two years. (See page 14.)

Street Conditions

Satisfaction with the maintenance of city streets



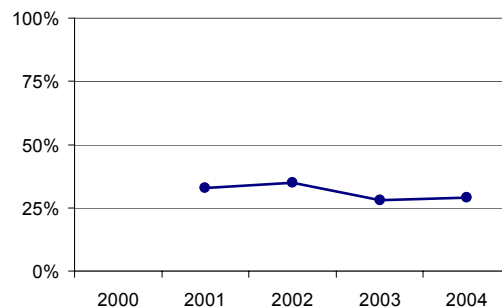
Satisfaction with the smoothness of city streets



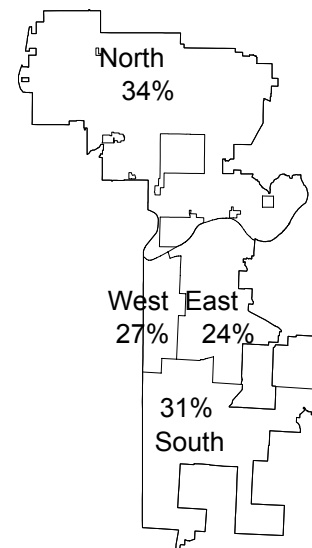
- Satisfaction with the maintenance of city streets remained unchanged in the past five years.
- Satisfaction with the smoothness of city streets declined in 2004. Our August 2004 performance audit of street maintenance found that citizens rate the street conditions by the presence or absence of street surface bumps that cause uncomfortable and potentially damaging jolts, such as utility manholes and steel plates. Residents are not satisfied with street conditions because they are bumpy.

Satisfaction with neighborhood street maintenance

City-wide



- Satisfaction with street maintenance in neighborhoods was about the same in 2004 as 2003.
- More than half (55%) of east and west area respondents were dissatisfied.



We report the percent of asphalt arterial streets with potholes, cracks, and bumps or depressions. The Public Works Department assessed the condition of a sample of the city's streets in 2001, 2002, 2003, and 2004. The sample was randomly selected to represent streets in the north, south, and middle parts of the city. We report the results for asphalt streets, which make up 97 percent of the city's streets (2 percent are concrete and 1 percent are unpaved).

Streets failed the assessment criteria if they had:

- potholes more than one square foot in area and more than one inch deep.
- unsealed cracking over ¼ inch wide and 25 feet long in primary or secondary asphalt arterial roads or more than 100 feet long on local asphalt roads.
- unsealed alligator cracking (a network of cracks that form areas of pavement that are roughly rectangular or triangular) more than 125 square feet in area.
- depressions or bumps (abrupt changes in the pavement) more than 1 inch deep or high in asphalt streets or more than 2 inches deep or high in concrete streets.

Ten percent of Kansas City streets are designated as state or federal highways and maintenance is the responsibility of the Missouri Department of Transportation (MODOT). These streets are not included in the street condition assessment, but may influence citizens' perceptions of the quality of street maintenance, traffic flow, etc.

Street District Boundaries

District 1: all of the city north of the Missouri River.
 District 2: from the Missouri River south to the Plaza (47th Street/Blue Parkway/55th Street).
 District 3: from the District 2 southern boundary to the city's south border.

Why is it important? Pavement condition is a measure of how well the city is maintaining its streets. Poorly maintained streets contribute to ride roughness, accidents, costs, delays, and negative citizen perceptions. People often complain about potholes and metal plates on the streets.

How is the city doing?

Percent of Arterial Streets Failing Assessment Criteria by Street District

Criteria	District	2001	2002	2003	2004
Potholes	North of the MO. river	8%	3%	10%	11%
	MO. river to 47 th /55 th	6%	2%	9%	16%
	47 th /55 th to city's south border	0%	1%	4%	7%
Cracks	North of the MO. river	58%	35%	50%	47%
	MO. river to 47 th /55 th	40%	36%	34%	22%
	47 th /55 th to city's south border	9%	24%	27%	8%
Bumps/Depressions	North of the MO. river	14%	5%	15%	9%
	MO. river to 47 th /55 th	8%	5%	26%	20%
	47 th /55 th to city's south border	2%	2%	9%	7%

Sources: Public Works, KC 2001-2004 Street Assessment.

- The percentage of arterial streets failing the potholes criteria has increased everywhere since 2001.
- The percentage of streets failing the assessment for cracks this year has decreased from 2003, however, cracking remains a problem north of the river.
- Roads in the southern part of the city are in better shape.
- The percentage of arterial streets failing the bumps/depressions criteria has decreased since 2003.

Percent of Local Streets Failing Assessment Criteria by Street District²

Criteria	District	2001	2003	2004
Potholes	North of the MO. river	9%	8%	9%
	MO. river to 47 th /55 th	6%	9%	27%
	47 th /55 th to city's south border	1%	3%	7%
Cracks	North of the MO. river	42%	51%	53%
	MO. river to 47 th /55 th	41%	39%	39%
	47 th /55 th to city's south border	44%	33%	17%
Bumps/Depressions	North of the MO. river	13%	24%	20%
	MO. river to 47 th /55 th	10%	29%	30%
	47 th /55 th to city's south border	2%	10%	7%

Sources: Public Works, KC 2001-2004 Street Assessment.

- Pothole problems on local streets in the central section of the city rose significantly from 2003.
- More than half (53%) of local northland streets failed the assessment criteria for cracks.
- The percentage of local streets failing the bumps/depressions criteria in north and southlands is down slightly from 2003 but higher than 2001.

Arterial streets help usher Kansas City residents and visitors to various points of interest in the city. As good arterial streets are important to a city, our August 2004 street maintenance audit³ included information on the probability of driving down a one-mile segment of an arterial street without encountering a failing street segment.

**Chance of a One-Mile Trip on Arterial Streets
Without a 1/10th Segment that Fails the Assessment Criteria**

Criteria	District	2002	2003	2004
Potholes	North of the MO. river	74%	35%	31%
	MO. river to 47 th /55 th	82%	39%	17%
	47 th /55 th to city's south border	90%	66%	48%
Cracks	North of the MO. river	1%	0%	0%
	MO. river to 47 th /55 th	1%	2%	8%
	47 th /55 th to city's south border	6%	4%	43%
Bumps/Depressions	North of the MO. river	60%	20%	39%
	MO. river to 47 th /55 th	60%	5%	11%
	47 th /55 th to city's south border	82%	39%	48%

Source: City Auditor's Office

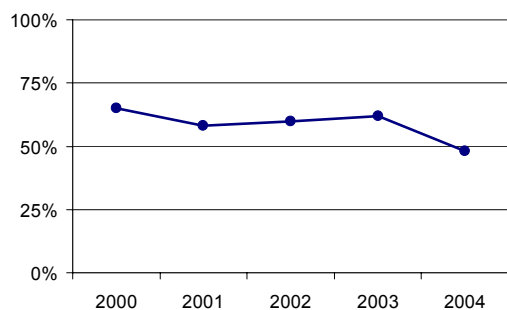
- The city's southland has the highest probability of driving on a one-mile segment that has not failed part of the streets assessment on an arterial street.

² Data for 2002 are not available.

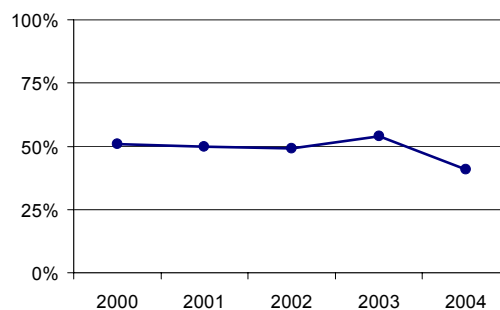
³ *Performance Audit: Street Maintenance*, Office of the City Auditor, Kansas City, Missouri, August 2004.

Street Safety

Satisfaction with Traffic Signal Maintenance



Satisfaction with Street Sign Maintenance



- More than half of respondents expressed satisfaction with the maintenance of traffic signals and street signs, prior to 2004.
- In 2004, satisfaction with traffic signal maintenance dropped to 48 percent; satisfaction with street sign maintenance declined to 41 percent.

We report accident data from Police Department daily accident reports covering the total number of accidents from 2001 through 2003, the average number of accidents in intersections from 2001 through 2003, and the average number of accidents within mid-blocks⁴ from 2002 through 2003. The accident rates in an intersection measure the number of accidents per 1 million vehicles entering the intersection. Accident rates for collisions reported in a mid-block measure the number of accidents per million vehicle miles traveled. For example, about 1 million vehicles move through the intersection at Broadway and 5th Street every two weeks. This is one of the city's busiest intersections.

Why is it important? Traffic accidents result in property damage, injuries, and fatalities. Traffic accidents are an indicator of street safety, although many other factors, such as weather and driver error or inattention, cause accidents. Analyzing accident data helps to identify unsafe locations where the city could take action to improve traffic safety, such as changing traffic controls.

⁴ A mid-block is a section of street 50 feet or more from the cross street.

How is the city doing?**Top 10 Intersections Averaging 6 or More Collisions per Year by Number of Accidents**

Intersection	Avg. # of Accidents
Independence Ave. and Paseo	44.0
N. Boardwalk Ave. and N.W. Barry Rd.	41.7
Southwest Tfwy. and Westport Rd.	41.0
Broadway and W. 39 th St	35.7
W. 103 rd St. and Wornall Rd.	34.7
E. Truman Road and Paseo	33.3
Broadway and W. 31 st St.	33.3
E. 75 th . and Troost Ave.	33.0
Broadway and W. 5 th St.	32.7
W. Gregory Blvd. and Wornall Rd.	31.7
E. 47 th St. and Paseo	31.7
Broadway and Westport Rd.	31.7
Southwest Tfwy. and W. 39 th St.	31.7

Sources: Public Works Department, Intersection Accident Statistics and Their Uses: (2001-2003).

Top 10 Intersections Averaging 6 or More Collisions per Year by Accident Rates

Intersections	Accident Rate
E. Blue Ridge Blvd. and Wornall Rd.	9.4
E. 75 th St. and Troost Ave.	5.0
Independence Ave. and Paseo	4.8
E. 24 th St. and Van Brunt Blvd.	4.8
E. 12 th St. and Oak St.	4.6
E. 9 th St. and Troost Ave.	4.4
E. 9 th St. and Hardesty Ave.	4.4
Independence Ave. and Van Brunt Blvd.	4.2
E. 87 th St. and Hillcrest Rd.	4.0
Hardesty Ave. and Independence Ave.	4.0

Sources: Public Works Department, Intersection Accident Statistics and Their Uses: (2001-2003).

- Between 2001 and 2003, an average of 9,768 accidents per year was reported at 5,115 intersections.
- Public Works identified 398 intersections with 6 or more accidents per year.

Top 10 Mid-Blocks Averaging 3 or More Collisions per Year by Number of Accidents

Street Name (Nearest Cross Street)	Avg. # of Accidents
N.W. Barry Rd. (Boardwalk Ave.)	12.0
W. 103 rd St. (Stateline Road)	9.0
Ward Parkway (Broadway)	9.0
North Oak Tfwy. (Vivion Road)	8.5
N.W. Barry Road (I-29 Off Ramp)	8.5
Westport Road (Bridger Ave.)	7.5
N. Oak Tfwy. (Barry Road)	7.5
E. Red Bridge Road (Holmes Rd.)	7.0
N. W. Barry Road (Congress Ave.)	7.0
W. 47 th St. (Broadway)	6.5

Sources: Public Works Department, Mid-block Accident Statistics: (2002- 2003).

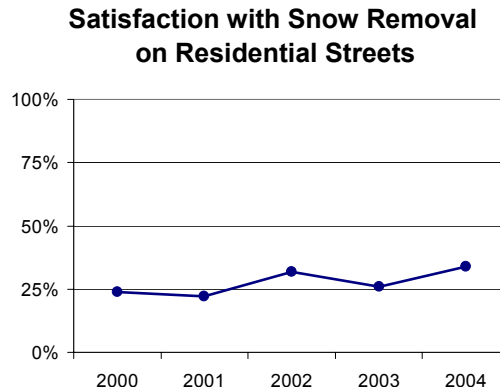
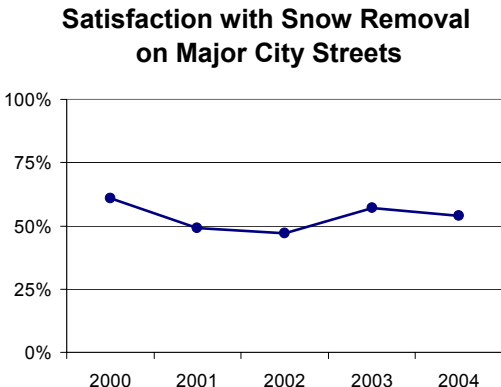
Top 10 Mid-Blocks Averaging 3 or More Collisions per Year by Accident Rate

Street Name (Nearest Cross Street)	Accident Rate
Jackson Ave. (Smart Ave.)	49.3
W. 103 rd St. (State Line Rd.)	29.2
Manchester Tfwy. (Watkins Dr.)	26.7
E. 12 th St. (Hardesty Ave.)	26.6
Ward Parkway (Broadway)	26.4
E. Red Bridge Rd. (Holmes Rd.)	26.4
Westport Road (Bridger Ave.)	25.9
W. 103 rd St. (Madison Ave.)	25.7
W. 12 th St. (Wyoming Ave.)	25.5
N.W. Barry Rd. (Congress Ave.)	18.5

Sources: Public Works Department, Mid-block Accident Statistics: (2002- 2003).

- During 2002 and 2003, 4,024 accidents per year were reported at 5,387 mid-block intersections.
- Ninety-five mid-blocks had 3 or more accidents reported per year.

Snow Removal



- More than half (54%) of respondents were satisfied with snow removal on major city streets in 2004.
- About one-third (34%) of respondents were satisfied with snow removal on residential streets.

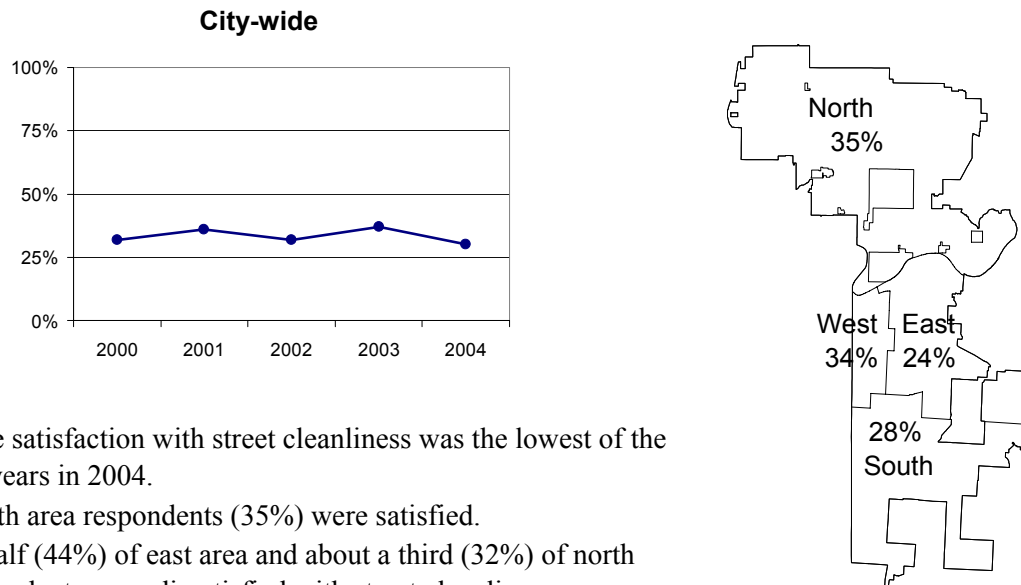
Public Works' goal is to clear main arterial streets within 24 hours of the end of a snowfall. Arterial streets receive curb to curb plowing to base pavement, while plows only make one pass on residential streets.

Why is it important? Snow removal affects people's ability to travel safely through city streets. Citizen satisfaction with snow removal on major streets declined in 2004 compared to 2003. However, citizens were more satisfied with snow removal on residential streets in 2004 (34%) than they reported in 2003 (26%).

How is the city doing? While department staff use various means to track impending weather and ground level temperature conditions, they do not record when the snow begins and ends to determine whether the streets are cleared within 24 hours. Instead, the department records miles driven on a route, the percentage of a route cleared, the amount of salt used, and total calls requesting additional services.

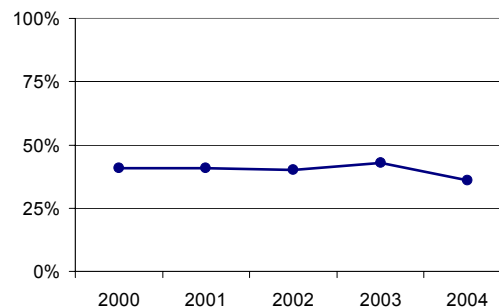
Street Cleanliness

Overall Satisfaction with Street and Public Area Cleanliness



- City-wide satisfaction with street cleanliness was the lowest of the last five years in 2004.
- More north area respondents (35%) were satisfied.
- Almost half (44%) of east area and about a third (32%) of north area respondents were dissatisfied with street cleanliness.

Satisfaction with Mowing and Tree Trimming Along City Streets



- Satisfaction with mowing and tree trimming along city streets remained 40 percent and above from 2000 to 2003.
- For 2004, satisfaction declined to 36 percent.

We report the percent of streets failing the Street Condition Assessment Survey criteria for curb dirt and debris. Arterial streets failed the assessment criteria if they had accumulation of dirt more than 2 inches deep and more than 3 square feet in area and/or debris (large pieces of material, such as tree limbs, tires, and large rocks that cause water to flow outside the gutter flowline).

Why is it important? Debris in the streets can be a hazard to street safety and block the gutters and storm inlets, increasing the risk of flooding. Debris also affects people's perceptions of city streets. Citizens' overall satisfaction with the cleanliness of city streets and public areas is well below the average for other cities in the metropolitan area.

How is the city doing?

Percent of Streets Failing Dirt and Debris at Curbs Criteria

District	Street Type	2001	2002 ⁵	2003	2004
North of the MO. river	Arterial	9%	9%	16%	8%
	Local	11%		23%	8%
MO. river to 47 th /55 th	Arterial	9%	15%	31%	4%
	Local	25%		30%	10%
47 th /55 th to city's south border	Arterial	0%	8%	7%	1%
	Local	18%		13%	3%
City-wide		15%		20%	6%

Sources: Public Works, KC 2001-2004 Street Assessments.

- Cleanliness of city streets improved in 2004 as the percentage of streets failing the dirt and debris criteria dropped from 2003 levels.
- More local streets failed the assessment than arterials.

⁵ Results of assessments of dirt and debris on local streets is unavailable for 2002.

Public Safety

The Police and Fire departments and Metropolitan Ambulance Services Trust (MAST) are the city's major providers of public safety services.

The Police Department responds to 911 calls for service, provides police patrol and community policing, investigates crimes, and compiles evidence for prosecutions. In fiscal year 2004, the Police Department responded to almost 300,000 calls.

Police Department Expenditures (millions) and Authorized FTE				
	2001	2002	2003	2004
Expenditures	\$126	\$132	\$143	\$146
FTE	1,972	2,026	2,041	2,070

Sources: Adopted Budgets 2002-2005, Submitted Budget 2006.

The Fire Department responds to fires, medical emergencies, and other dangerous situations. The department also promotes fire safety through public education and enforcement of the city's fire code. In fiscal year 2004 the department responded to about 40,300 emergency incidents.

Fire Department Expenditures (millions) and Authorized FTE				
	2001	2002	2003	2004
Expenditures	\$66	\$71	\$78	\$81
FTE	866	866	894	933

Sources: Adopted Budgets 2002-2005, Submitted Budget 2006.

The city contracts with MAST to provide paramedic and ambulance services. During fiscal year 2003, MAST was responsible for contracting for ambulance service delivery through competitive bidding. In March 2003, the City Council authorized MAST to incorporate as a not-for-profit organization and in July 2003, MAST took over the ambulance operation. The city allocated \$11 million for MAST in fiscal year 2004.

MAST Expenditures (millions) and Authorized FTE				
	2001	2002	2003	2004
Expenditures	\$38	\$40	\$39	\$40
MAST FTE	38	36	40	290 ⁶

Sources: MAST Statement of Revenues, Expenses, and Changes in Net Assets, years ended April 30. 2001, 2002, and 2003; and MAST staff.

⁶ The City Council authorized MAST to operate the ambulance system through June 30, 2005. The increase in FTE's reflects ambulance personnel now working for MAST.

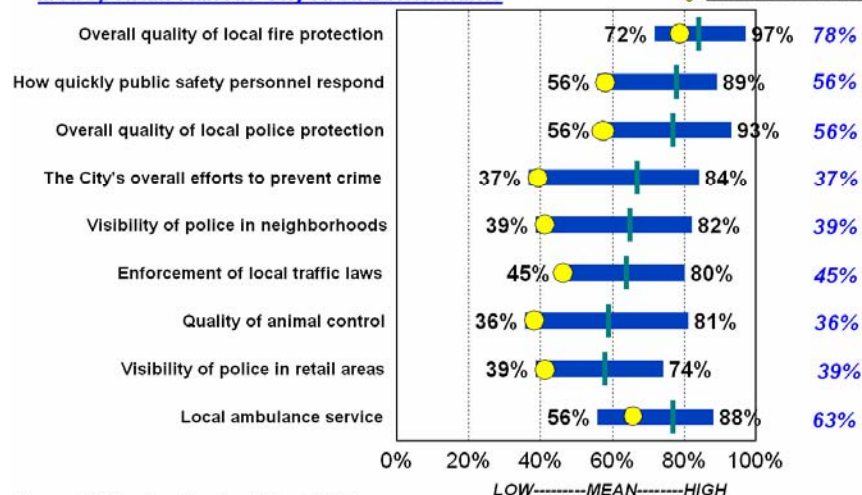
Satisfaction with Public Safety 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

excluding don't knows

Metropolitan Kansas City Area Benchmarks

Kansas City, MO



Source: ETC Institute DirectionFinder (c) 2004

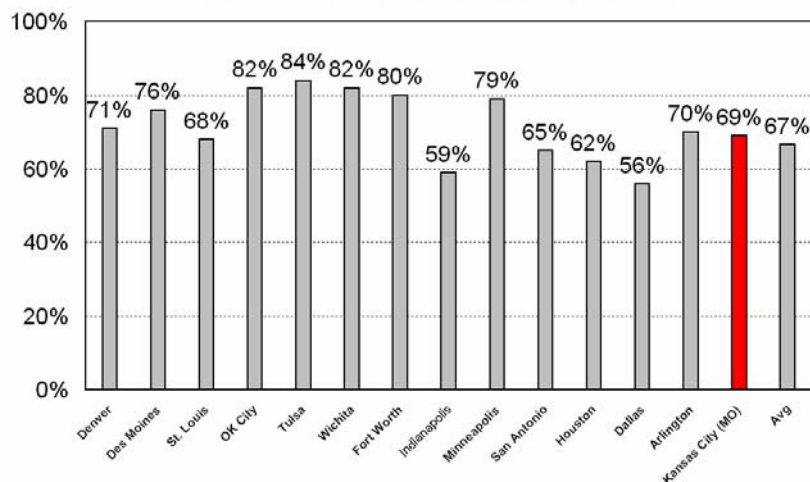
- Kansas City is about average in citizen satisfaction for local fire protection, less so for local ambulance service.
- Kansas City ranks at the bottom in satisfaction with public safety response time, police protection, efforts to prevent crime, police visibility in neighborhoods and retail areas, and traffic enforcement.
- Kansas City also ranks at the bottom in satisfaction with animal control.

Overall Satisfaction With Public Safety - 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

excluding don't knows

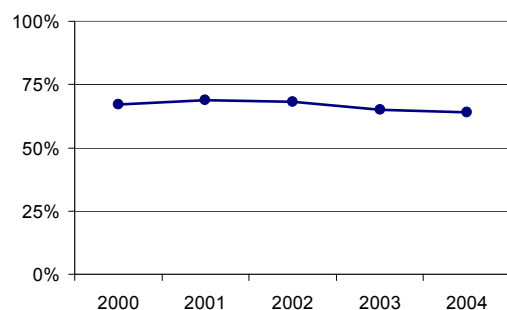
Central US Large City Regional Benchmarks



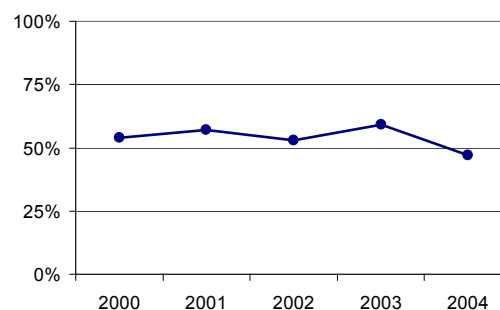
Source: ETC Institute DirectionFinder

- Kansas City is about average in citizen's satisfaction with public safety.
- Five of thirteen comparable large regional U.S. cities had lower overall satisfaction with public safety.

Satisfaction with Police, Fire and Ambulance Services



Satisfaction with How Quickly Public Safety Personnel Respond to Emergencies

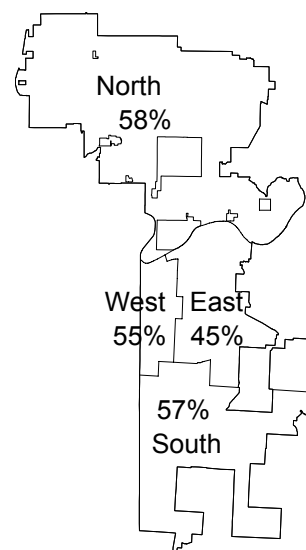
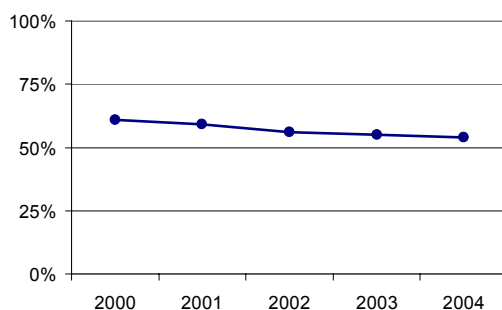


- About two-thirds of respondents expressed satisfaction with public safety services over the last five years.
- Satisfaction with how quickly public safety personnel respond to emergencies dropped below 50 percent for the first time in 2004.

Police Services

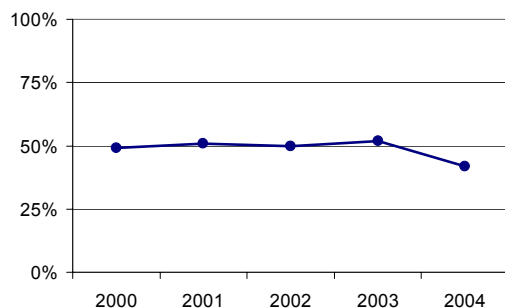
Overall Satisfaction with Local Police Protection

City-wide

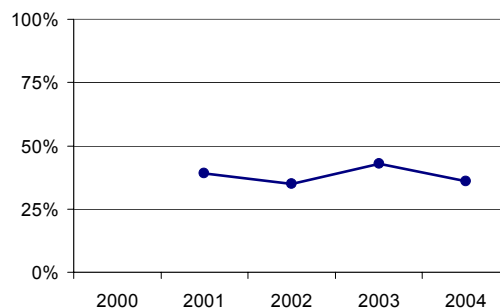


- City-wide, satisfaction with local police protection declined from 61 percent in 2000 to 54 percent in 2004.
- More north area respondents were satisfied.

Satisfaction with the Enforcement of Local Traffic Laws



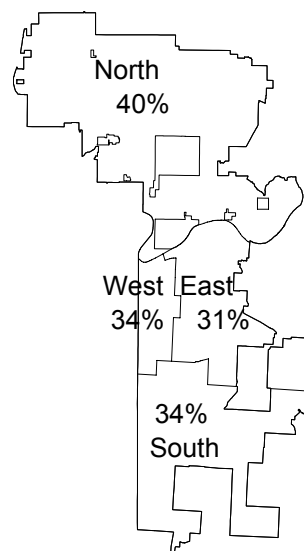
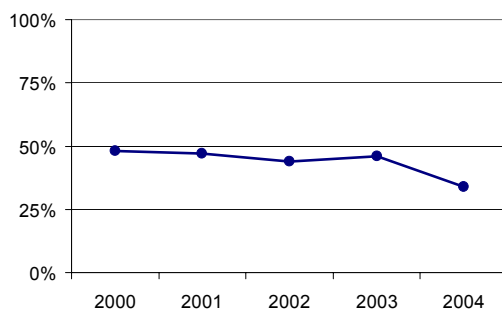
Satisfaction with Traffic Flow



- Satisfaction with enforcement of local traffic laws dropped to 42 percent in 2004.
- About a third of respondents were satisfied with traffic flow in 2004.

Overall Satisfaction with the City's Efforts to Prevent Crime

City-wide



- City-wide satisfaction declined from almost half (48%) in 2000 to 34 percent in 2004.
- More north area respondents were satisfied.

Time to Answer 911 Calls

The city code sets a performance standard for answering 90 percent of 911 emergency telephone calls within 18 seconds.⁷ However, the Police Department's phone system report does not measure calls answered within this interval.

Why is it important? The 911 system is the starting point for people to access emergency services. We found in our performance audit of the emergency medical services system that 911 call taking was sometimes a bottleneck.⁸ When all call takers are on a line, callers hear a recording telling them to stay on the line or call MAST or the Fire Department directly.

⁷ Code of Ordinances, Kansas City, Missouri, Section 34-372(a).

⁸ *Performance Audit: Emergency Medical Services System*, Office of the City Auditor, Kansas City, Missouri, January 2000, p. 34.

How is the city doing? The Police Department has not been able to measure the time to answer 911 calls since it began using a new telephone system in fiscal year 2002. The phone system cannot differentiate between a call answered by a call taker and a recorded message that answers when all lines are busy. In fiscal year 2001, the department answered 71.7 percent of calls within 12 seconds and 79.2 percent of calls within 24 seconds.

Police Response Time

We report the average time for police to respond to Priority 1 and Priority 2 calls. The Police Department measures response time from the time the call taker receives the call until the first unit arrives on the scene. Response time does not include time the phone is ringing or the time the call may be on hold before a call taker is available to answer it. Start and stop times are recorded in whole minutes that have been converted to hundredths of an hour.⁹

Priority 1:

Assist the officer
Robbery
Suspicious party armed
Rape in progress
Nature unknown
Explosive device
Disaster

Injury accident
Explosion
Ambulance
Shooting
Hold-up alarm
Cutting

Priority 2:

Strong-arm robbery
Prowler
Fire
Bomb threat
Assault

Dead body
Meet the officer
Disturbance (other
than noise)
Domestic violence
assault

Source: Kansas City, Missouri Police Department.

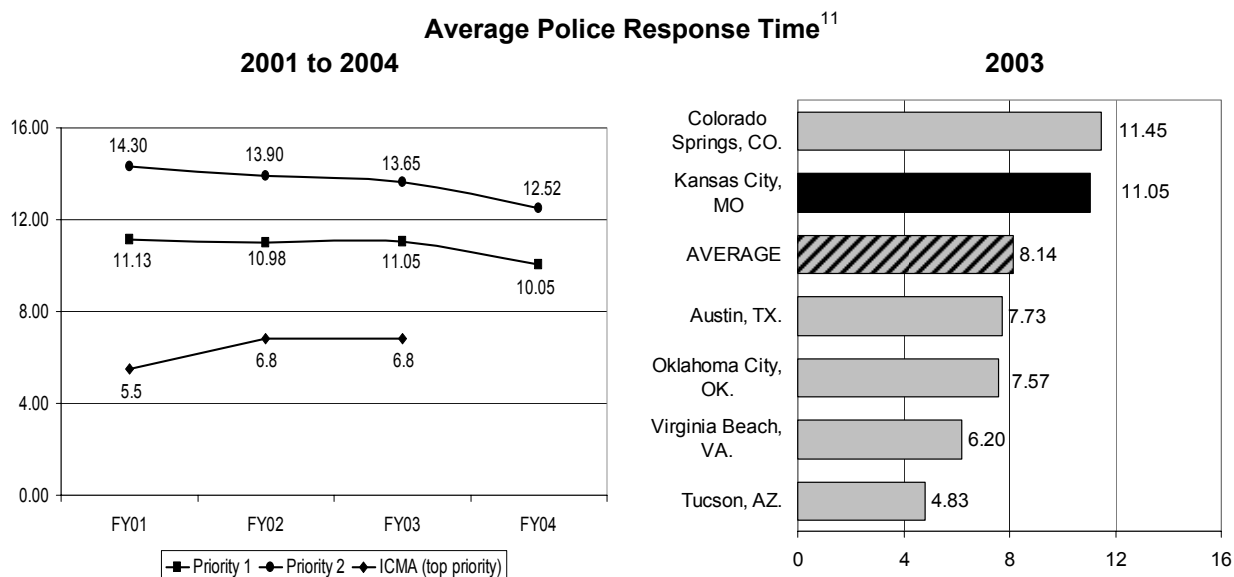
Why is it important? Response time measures how quickly police can respond to emergencies. Though there is not a strong connection between response time and crime deterrence or resolution of reported incidents, response time remains one of the most popular measures of police patrol effectiveness nationwide. Urgent calls include most Priority 1 calls and Priority 2 calls under some circumstances, such as the presence of the suspect at or near the scene, the potential destruction of evidence, and incidents of great magnitude.

How is the city doing? The Police Department does not have a formal target for response time; its goal is continuous improvement. Average response times for Priority 1 and Priority 2 calls improved in fiscal year 2004, while the number of dispatched calls, for which response time was measured, decreased. Less than ten percent of department calls are Priority 1. Priority 2 calls represent about a third.

Response times are not correctly measured on all calls. Our September 2004 follow-up audit on Police Department patrol blackout (periods when all patrol calls on duty are out of service and no cars are available to answer the incoming calls for service) found that about 39 percent of priority 1 and 44 percent of priority 2 calls had invalid response times because the officer failed to provide arrival times. In these cases, arrival times are recorded as zeros, or as the time the call was received.¹⁰

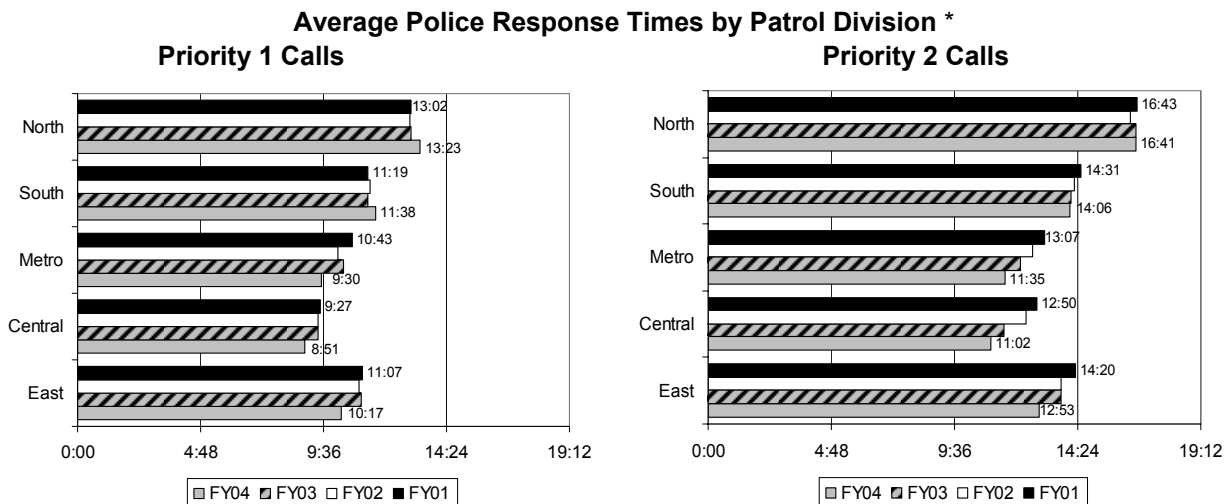
⁹ This conversion affects the precision of response time calculations. Individual response times can be off by up to 83 seconds in either direction. However, the average response time is accurate if the start and stop times are normally distributed.

¹⁰ *Follow-up Audit: Kansas City, Missouri, Police Department Patrol Deployment: Blackout Analysis*, Office of the City Auditor, Kansas City, Missouri, September 2004, p. 18.



Sources: KCPD Monthly Performance Reports; and ICMA Comparative Performance Measurement Data Reports for 2001, 2002, and 2003.

- Response times for priority 1 and priority 2 calls declined between 2001 and 2004, but response times for priority 1 calls remain longer than ICMA averages for cities with populations of 100,000 or more.
- Kansas City had the second highest average response time in 2003, among cities that reported to the ICMA with populations between 300,000 and 700,000.



* Response times reported in minutes and seconds.
Source: KCPD Monthly Performance Reports.

- Average response time was shortest in Central Patrol and longest in North Patrol.
- Average response times decreased in the east, central and metro patrol divisions.

¹¹ Response times are reported in minutes and hundredths of a second. Average response times were calculated using weighted averages of division response times in 2001 and 2004 to account for differences in call volume. Calculations for 2002 and 2003 used an average of division results which may have affected the accuracy of the average response time results.

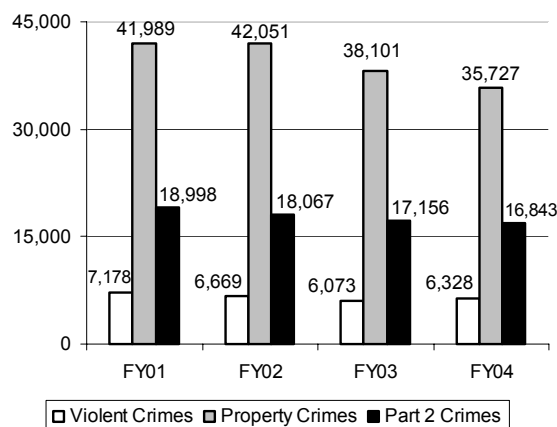
Reported Offenses

We report number of offenses by type, per capita, and in comparison with similar cities.

Why is it important? The number of offenses is one measure of the Police Department's workload.

How is the city doing?

Number of Reported Offenses

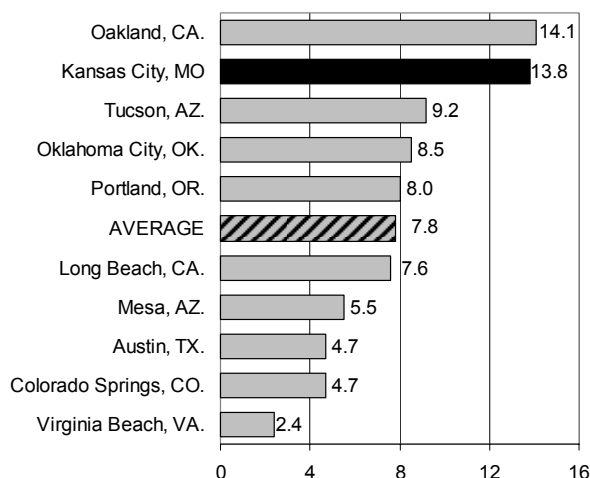


Source: KCPD Monthly Performance Report.

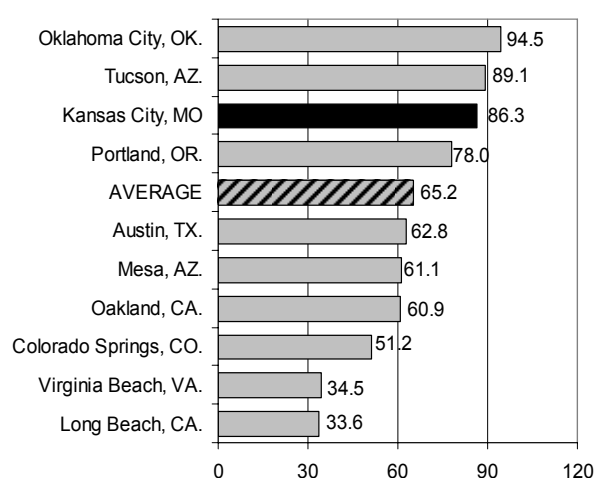
- There was a decrease in the number of all reported offenses between 2001 and 2004.

Offenses Per Capita¹²

Violent Crimes Per Capita, 2003



Property Crimes Per Capita, 2003



- Kansas City had the second highest per capita rate for violent crimes and third highest per capita rate for property crimes of cities that reported to the ICMA with a population between 300,000 and 700,000.

¹² ICMA figures for 2004 are unavailable. Comparisons with other cities use 2003 KCMO figures.

Clearance Rates

We report clearance rates for Part 1 and Part 2 offenses. The clearance rate is the total number of offenses cleared by arrest or exceptional circumstances during a fiscal year divided by the total number of reported offenses in that same fiscal year.¹³

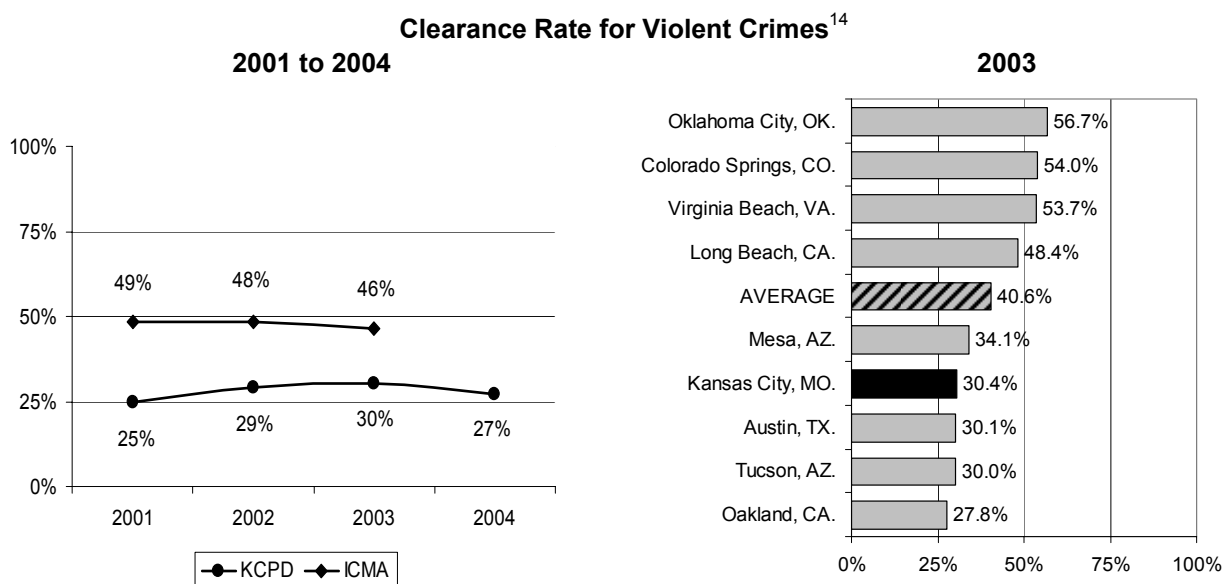
Part 1 Offenses: Murder, non-negligent manslaughter, forcible rape, robbery, aggravated assault, burglary, larceny (stealing), auto theft, and arson.

Part 2 Offenses: Non-aggravated assault, forgery, counterfeiting, fraud, embezzlement, vandalism, sex offenses, and all others.

Source: Uniform Crime Reporting Handbook.

Why is it important? The clearance rate measures how well the Police Department investigates cases and identifies and captures suspects.

How is the city doing?

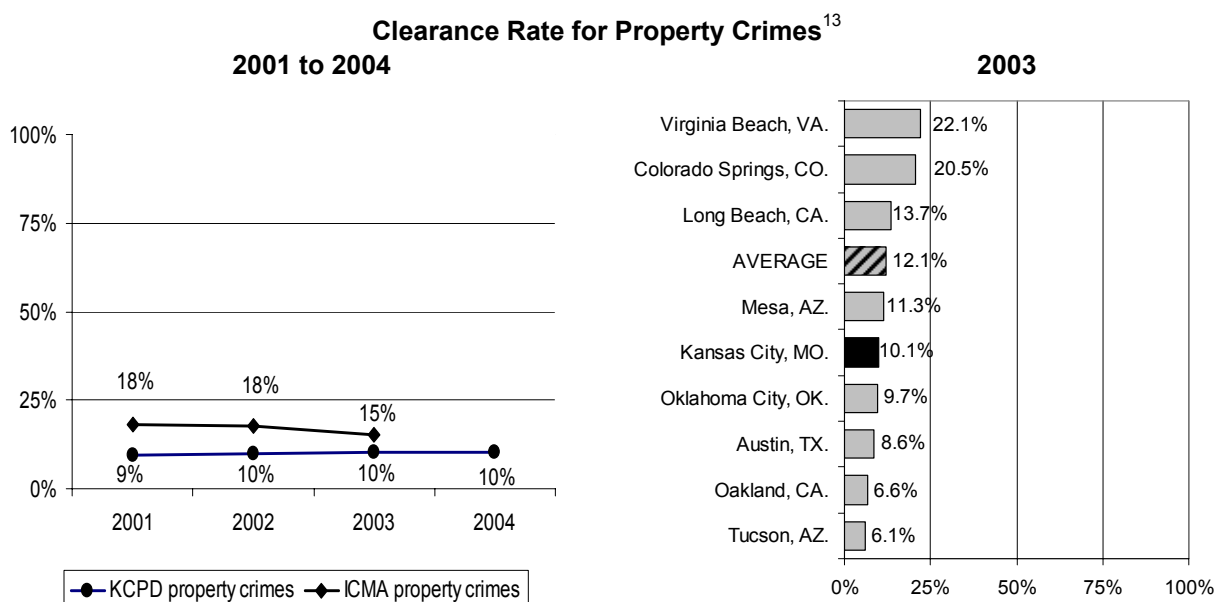


Sources: KCPD Monthly Performance Reports; and ICMA Comparative Performance Measurement Data Reports for 2001, 2002, and 2003.

- The department's clearance rates for violent crimes declined in fiscal year 2004.
- The ICMA average during the same period remained above 46 percent between 2001 and 2003 for cities with populations of 100,000 or more.
- Kansas City's 2003 clearance rate for violent crimes is the fourth lowest among cities that reported to the ICMA with populations between 300,000 and 700,000.

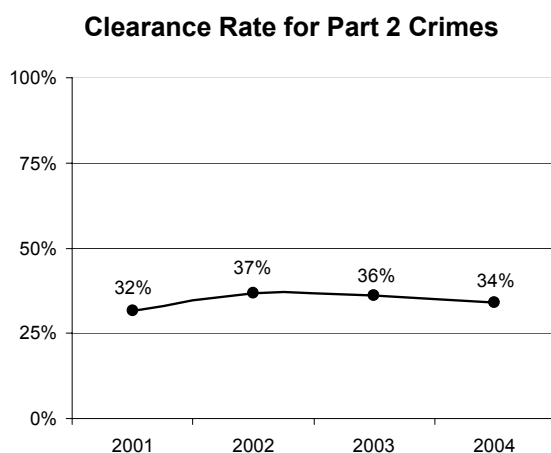
¹³ Clearance rate is defined by the FBI's Uniform Crime Reporting (UCR) program, which compiles crime statistics reported by law enforcement agencies nationwide.

¹⁴ ICMA averages for 2004 were unavailable.



Sources: KCPD Monthly Performance Report; and ICMA Comparative Performance Measurement Data Reports for 2001, 2002, and 2003.

- The clearance rate for property crimes increased slightly between 2001 and 2004. During the same period, the ICMA clearance rate for cities with populations of 100,000 or more declined, but remained higher than Kansas City's.
- Kansas City ranks fifth lowest in property crime clearance rates among cities that reported to the ICMA with populations between 300,000 and 700,000.



Source: KCPD Monthly Performance Report.

- The clearance rate for part two crimes has remained above 30 percent in all four years but the 2004 rate is below rates reported in 2002 and 2003.

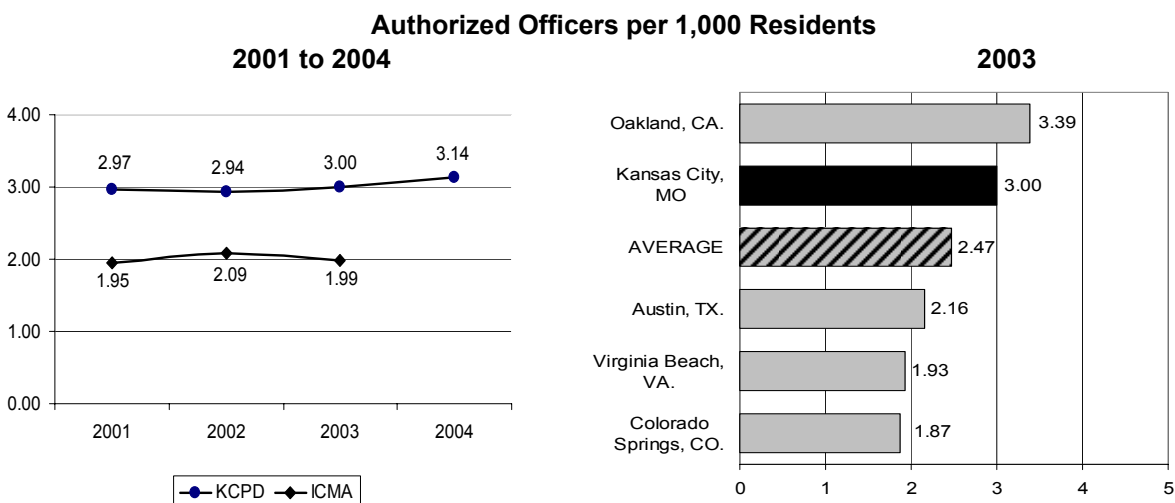
One arrest may clear multiple offenses and may be counted in each offense category. Multiple arrests clearing a single offense are reported as a single clearance. Exceptional clearances, where circumstances preclude arrests, are included in the clearance rate. Examples include death of the offender, confession by an offender already in custody/serving a sentence, and minor juvenile offenses. Clearance rates are reported to the Board of Police Commissioners and the MO. Highway Patrol, who in turn reports them to the FBI.

Number of Officers and Civilian Staff

We report the number of authorized sworn officers and civilian full-time employees. Authorized refers to the number of budgeted positions, regardless of whether they are filled. Sworn officers are those with general power to make arrests. We report the number of positions per 1,000 population to allow for ICMA comparisons.

Why is it important? Staffing affects the department's ability to provide services.

How is the city doing?

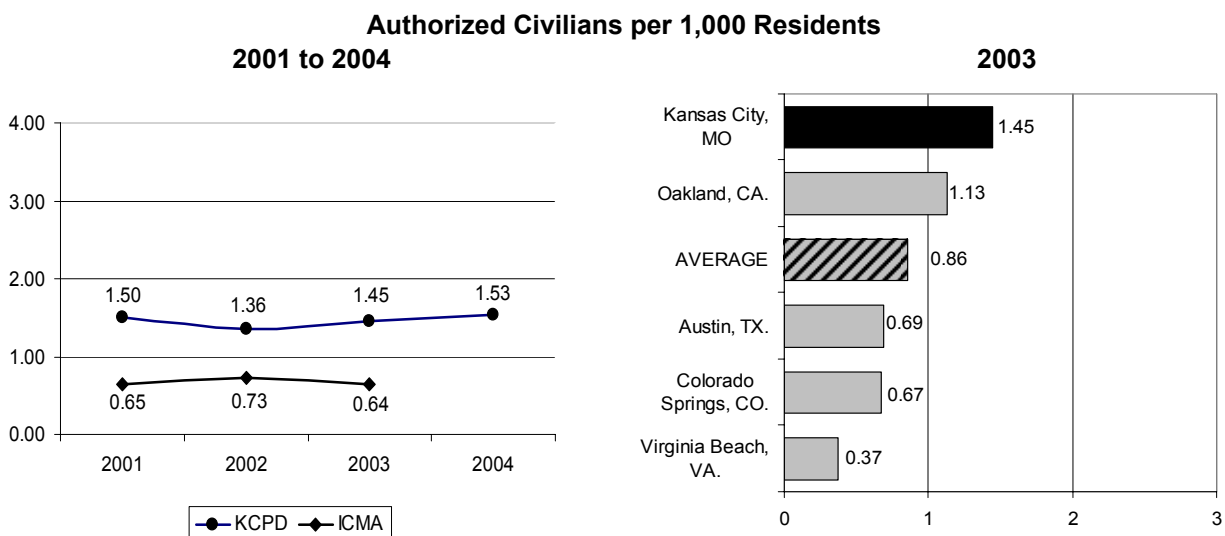


Sources: Police Department Appropriated Budgets 2002-2004; Police Department; and ICMA Comparative Performance Measurement Data Reports for 2001, 2002, and 2003.

- Kansas City's ratio of sworn officers per 1,000 residents is increasing and exceeds the ICMA average for cities with populations of 100,000 or more.
- Kansas City ranks second highest among cities that reported to the ICMA with populations between 300,000 and 700,000.

Kansas City increased its authorized law enforcement positions by 59 in fiscal year 2004 resulting in a ratio of 3.14 authorized sworn officers per 1,000 residents. Although the city budgeted funds for additional police officers each year since 2003 as part of a multi-year plan to address the Police Board's request for increased staffing, the Police Department chose not to fill the new positions in 2004 or 2005.¹⁵

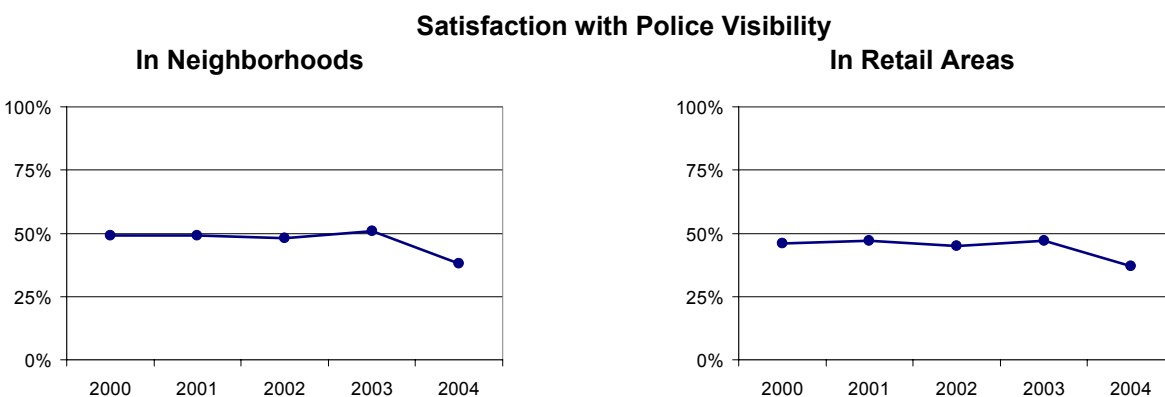
¹⁵ *Review of the Submitted Budget for Fiscal Year 2006*, Office of the City Auditor, Kansas City, Missouri, March 2005, p. 13.



Sources: Police Department Appropriated Budgets 2002-2004; Police Department; and ICMA Comparative Performance Measurement Data Reports for 2001, 2002, and 2003.

- Kansas City's ratio of civilians has increased since 2002, and remains above the ICMA average for cities with populations of 100,000 or more.
- Kansas City has the highest ratio of civilians per 1,000 residents among cities that reported to the ICMA with populations between 300,000 and 700,000.

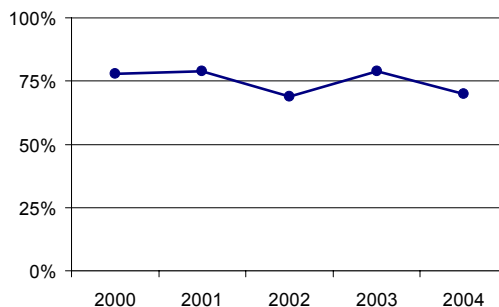
Kansas City added 32 civilian employees in fiscal year 2004 resulting in an average of 1.53 per 1,000 residents.



- Citizen satisfaction with police visibility declined in 2004.

Fire Services

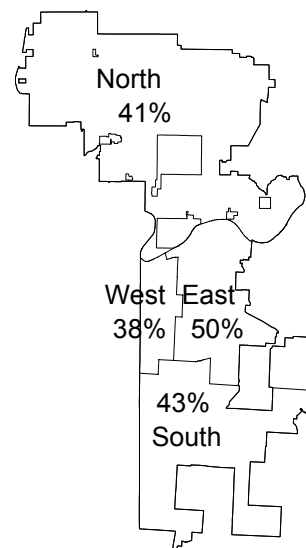
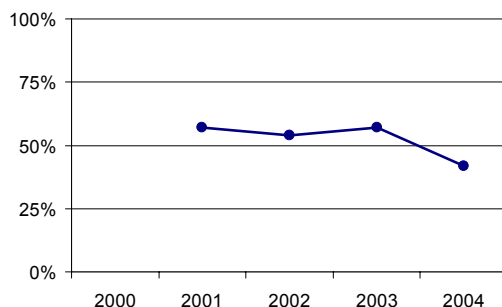
Overall Satisfaction with Local Fire Protection



- Satisfaction with local fire protection declined from levels reported in 2000, 2001, and 2003 and was just above the lowest level reported in 2002.

Satisfaction with City Efforts to Enhance Fire Protection

City-wide



- City-wide satisfaction with efforts to enhance fire protection declined in 2004.
- Half of east area respondents were satisfied, while the fewest were satisfied in the west area.
- A quarter of west area respondents said “don’t know” when asked this question, while the east area had the fewest area respondents, (13%) that answered “don’t know.”

Fire Response Time

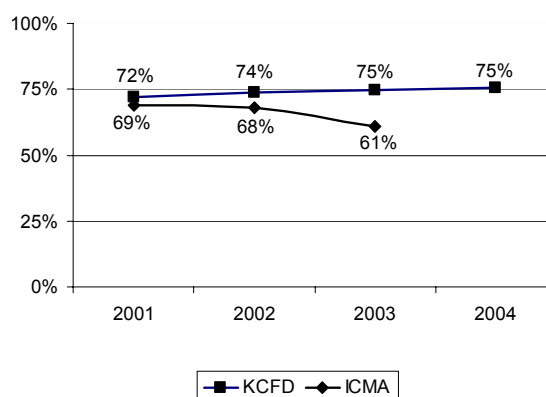
We report the percent of Fire Department responses to emergency calls (fires, overpressure ruptures, hazardous conditions, EMS, and rescue) within five minutes. The Fire Department measures response time from the time a unit is dispatched to the time it arrives on the scene. This measure of response time does not include time in the 911 system or the time to dispatch a call.

Why is it important? Response time measures how quickly fire companies can respond to emergencies. Quick response can help reduce fire damage and save lives. City code sets a response time standard of

five minutes or less 90 percent of the time for life threatening EMS calls.¹⁶ Compared to other communities in the metropolitan area, citizen satisfaction with the quality of local fire protection (78%) was below average. On average, satisfaction for fire protection exceeded 80 percent for area municipalities.

How is the city doing?

Percent of Fire Responses Within 5 Minutes



Sources: KCFD Fractile Time Reports, and ICMA Comparative Performance Measurement Data Reports for 2001, 2002, and 2003.

- The Fire Department responded to about 75 percent of emergencies within 5 minutes in 2003 and 2004.
- Kansas City's percentage of emergency responses within 5 minutes continues to exceed the ICMA average for cities with populations of 100,000 or more.

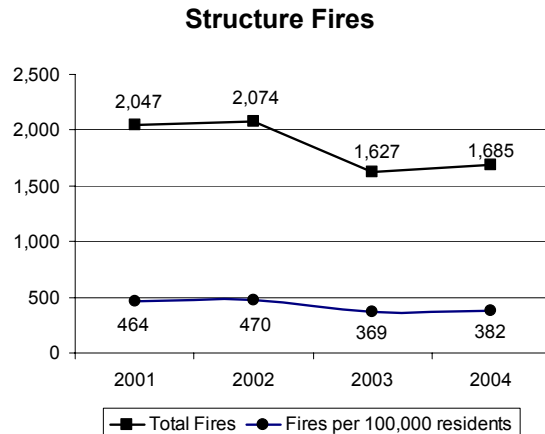
Number of Structure Fires

We report the number of structure fires in Kansas City. This category includes any fire incident inside a building or structure, whether or not there was structural damage to the building. The number of structure fire incidents comprises residential, commercial, and industrial structures fires.

Why is it important? The number of structure fires is a measure of demand for the Fire Department's services and a measure of the effectiveness of fire prevention efforts.

¹⁶ Code of Ordinances, Section 34-371(b).

How is the city doing

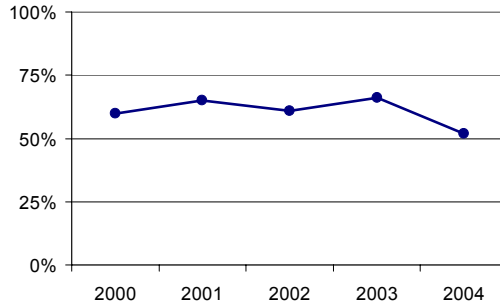


Source: Fire Department.

- The city reported 1,685 structure fires in fiscal year 2004. This is a slight increase from 1,627 in fiscal year 2003 but less than the numbers reported in 2001 and 2002. We have not assessed the reliability of the Fire Incident Reporting System.

Ambulance Services

Overall Satisfaction with Local Ambulance Service



- Satisfaction with local ambulance service was at least 60 percent each year between 2000 and 2003.
- For 2004, satisfaction with local ambulance service was only 52 percent.

Ambulance Response Time

City code requires an advanced life support unit to be on the scene within 8 minutes, 59 seconds on 90 percent of all life threatening emergency calls.¹⁷ MAST starts measuring response time from the moment the ambulance dispatcher answers the call. This measure of response time does not count the time it takes for the Police Department to answer and transfer the 911 call to the dispatcher.

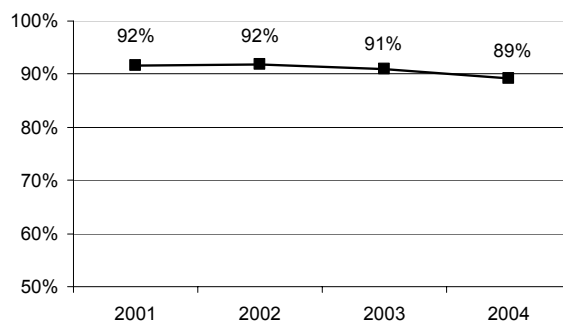
Why is it important? Ambulance response times to calls for emergency assistance may affect patients' survival rates or degrees of injury.

¹⁷ Code of Ordinances, Section 34-371 (a).

How is the city doing? The number of code 1 (life threatening emergency) ambulance calls increased to about 24,000 in 2004 from about 20,000 in 2003. MAST personnel said the increase in code 1 responses in 2004 was largely due to a general increase in emergency calls. MAST personnel also partially attribute the increase to changes in how calls are classified.

In 2001 and 2002, MAST's goal was to respond to 90 percent of emergency calls within 8 minutes and 30 seconds. The goal changed to 8 minutes and 59 seconds in fiscal year 2003. MAST did not achieve the city-wide goal in 2004.

Percent of Code 1 Responses Meeting Goal



Source: MAST

- Only 89 percent of emergency ambulance responses occurred within 8 minutes, 59 seconds in 2004.

Parks and Recreation

The Parks and Recreation Department's mission is to improve the quality of life by providing recreational, leisure, and aesthetic opportunities for all citizens, and by conserving and enhancing the environment. The department is responsible for maintaining about 9,500 acres of developed and undeveloped park land. Parks and Recreation facilities include:

- Over 200 parks
- 132 boulevards and parkway miles
- 107 tennis courts
- 10 community centers
- 5 golf courses

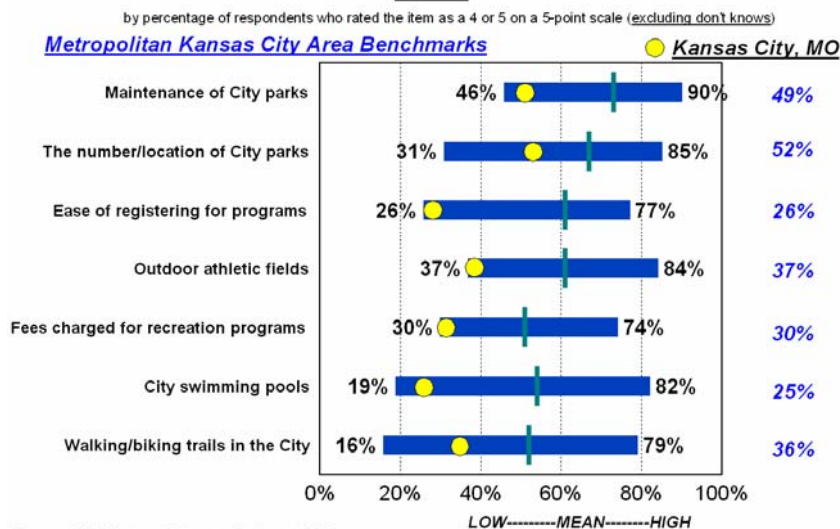
The department provides other services including recreation and educational programs and provides tree trimming along boulevards and parkways, park land, and around street lights, traffic lights, roadways, and sidewalks. Expenditures in fiscal year 2001 included nearly \$36 million to renovate and expand the Liberty Memorial. Expenditures in fiscal year 2002 included about \$17 million for clean-up after the January 2002 ice storm. Department staff was reduced in fiscal year 2003 as the city turned over management and staffing of the zoo to Friends of the Zoo.

Parks and Recreation Department Exp. (millions) and Authorized FTE				
	2001	2002	2003	2004
Expenditures	\$88	\$74	\$75	\$49 ¹⁸
FTE	731	761	490	444

Sources: Adopted Budget 2003, 2004, 2005, and Submitted Budget 2006.

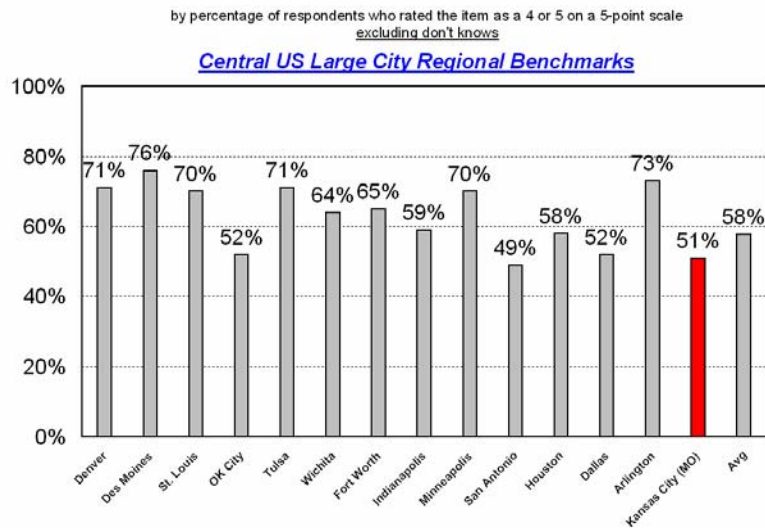
¹⁸ Between 2003 and 2004, expenditures for salaries and benefits decreased by \$2.4 million, contract expenditures decreased by \$6.6 million, and capital expenditures decreased by 14.9 million. In 2003, \$6.6 million was spent on the clean-up of the 2002 ice storm. Expenditures in 2003 included \$9.1 million in capital improvements to the Liberty Memorial paid by a state grant.

Satisfaction with Parks and Recreation 2004



- Satisfaction for Parks and Recreation was below the average of area municipalities in all categories and at the bottom for three activities.
- More than half of the respondents expressed satisfaction with the number/location of city parks.

Overall Satisfaction With Parks and Recreation - 2004

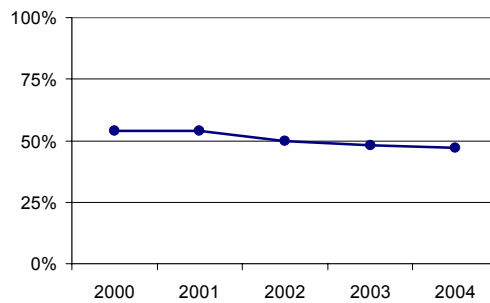


Source: ETC Institute DirectionFinder

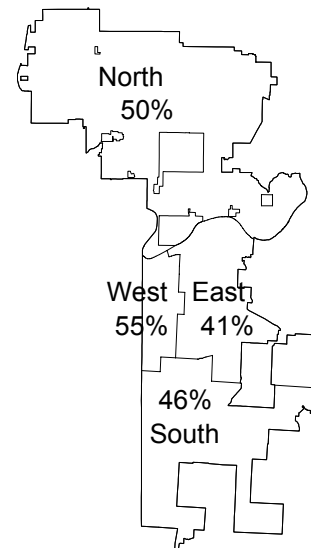
- Only one large regional U.S. city has lower overall satisfaction with parks and recreation than Kansas City.

Satisfaction with Parks and Recreation Programs and Facilities

City-wide

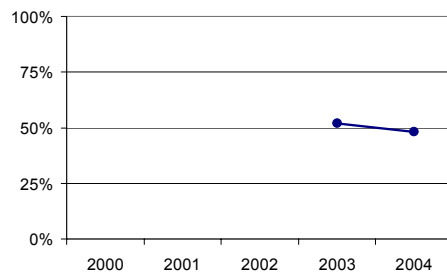


- Around half of respondents were satisfied with parks and recreation programs and facilities.
- More west area respondents were satisfied.
- More east area respondents (19%) were dissatisfied.

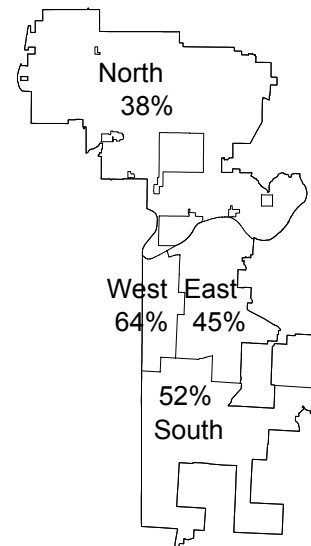


Satisfaction with the location of city parks

City-wide



- City-wide, just under half of respondents were satisfied with the location of city parks, fewer than in 2003.
- More west area respondents were satisfied.
- More north area respondents (22%) were dissatisfied.



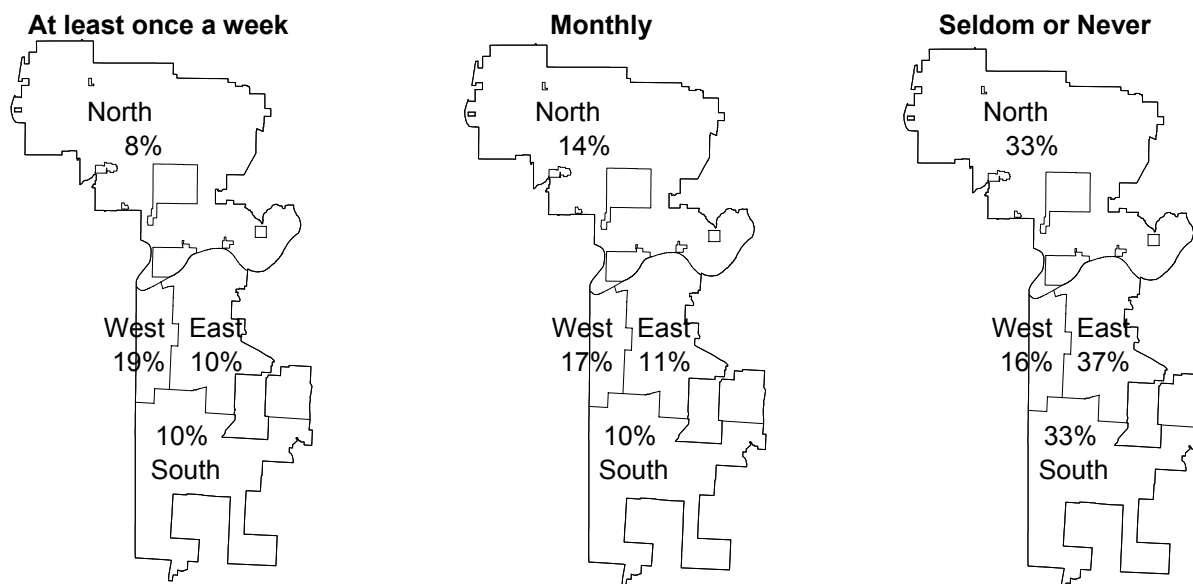
During the past 12 months, approximately how many times did you or other members of your household visit any parks in Kansas City, Missouri?

Frequency	2000	2001	2002	2003	2004
At least once a week	15%	15%	10%	14%	11%
A few times a month	20%	20%	16%	16%	18%
Monthly	14%	13%	9%	15%	13%
Less than once a month	17%	18%	16%	14%	27%
Seldom or never	34%	33%	48%	41%	31%

- Between 10 and 15 percent of respondents visited city parks at least once a week during the last 5 years.
- Over half of the respondents visited parks less than once a month or not at all.
- The percentage of respondents who reported visiting parks less than once a month almost doubled in 2004.
- The number responding they seldom or never visit the parks declined.

We found significant differences in park visits between areas of the city in three frequency intervals.

Frequency of parks visits

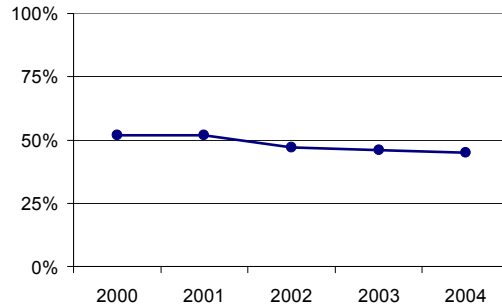


- West area respondents visit parks more frequently than respondents in the other areas.
- More than a third of respondents in the north, east, and south areas of the city report they seldom or never visit any parks.

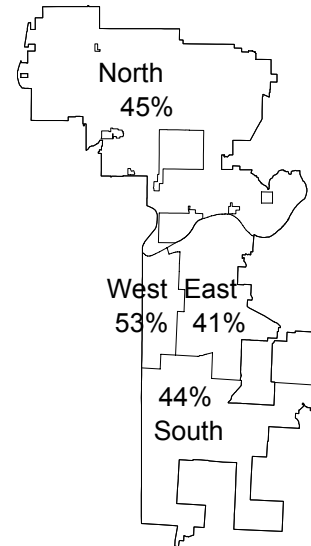
Condition of Parks

Satisfaction with Maintenance of City Parks

City-wide

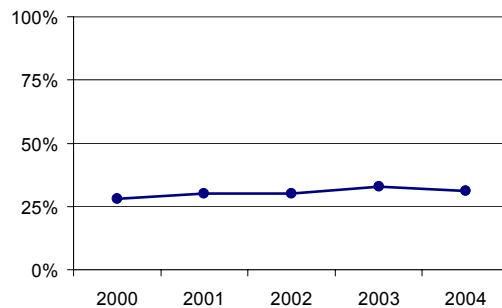


- City-wide, less than half of respondents have been satisfied with the maintenance of city parks since 2002.
- More west area respondents were satisfied.

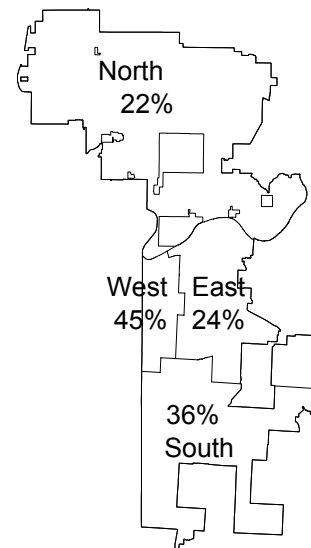


Satisfaction with Walking and Biking Trails in the City

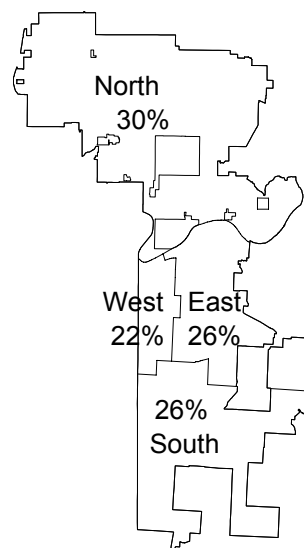
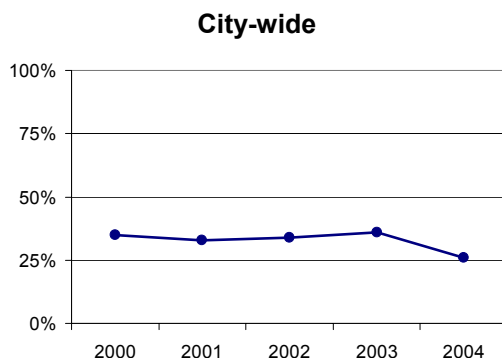
City-wide



- City-wide, about a third of respondents are satisfied with walking and biking trails in the city.
- Satisfaction is highest in the west, but lowest in the north.



Satisfaction with Outdoor Athletic Fields



- City-wide, about a third of respondents were satisfied between 2000 and 2003. This percentage dropped to 26 percent in 2004.
- Fewer west area respondents were satisfied.
- More than a third (38%) percent of west area and 25 percent of east area respondents replied “don’t know” when asked this question.

In January 2003, the Parks and Recreation Department began its SHAPE (Safe, Healthy, and Attractive Public Environments) program. The mission is to measure the effectiveness of park maintenance through consistent monitoring and evaluation of public parks.

Parks staff randomly inspect a sample of developed parks. A quality control agent re-inspects parks on the same day as the SHAPE inspector. Ratings are compared by the department’s Chief of Operations. Inspectors assess 18 specific features in three categories:

Cleanliness features:

- litter
- broken glass
- graffiti

Structural features:

- sidewalks
- park roads and parking lots
- hard surfaces
- seating areas
- fences and barriers
- play equipment
- safety surfaces
- drinking fountains
- shelters and comfort stations

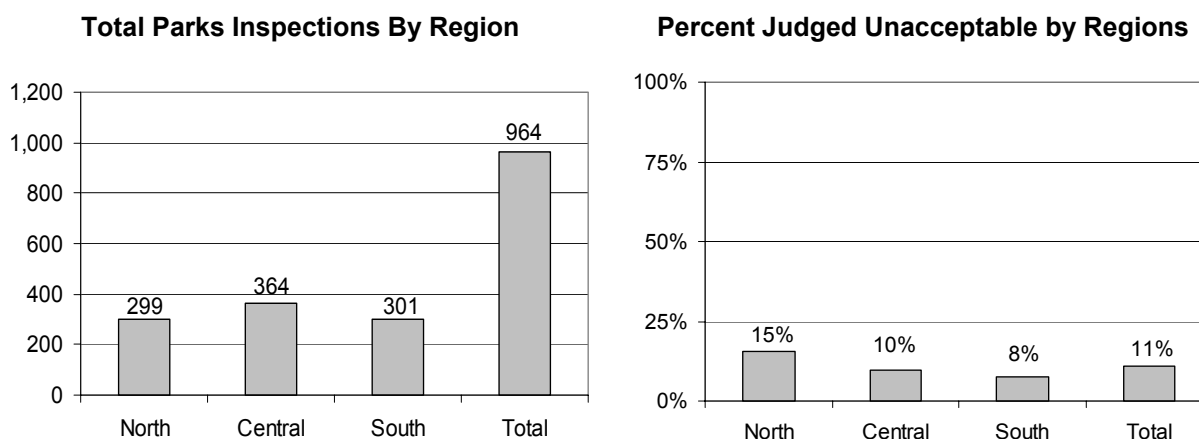
Landscape features:

- turf
- trees
- athletic fields
- horticultural areas
- water bodies
- trails

A park receives an overall unacceptable rating if the cleanliness rating is unacceptable or three or more unacceptable feature ratings were given.

Why is it important? The condition of the city's parks could affect citizen perception and use.

How is the city doing? The parks system is operated in 3 management regions (north, central, and south).¹⁹ During fiscal year 2004, Parks and Recreation Department staff conducted 964 park inspections. The numbers of parks inspected and the percentage judged unacceptable between May 2003 and April 2004 are shown below.



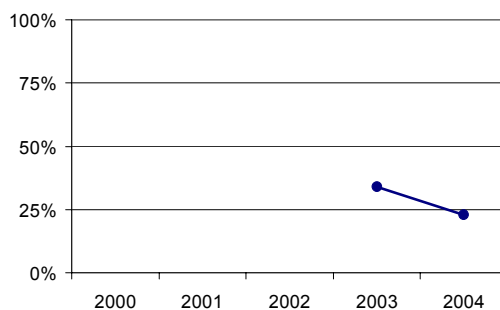
Source: Parks and Recreation Department.

- Most inspections occurred in the central park district.
- The fewest unacceptable inspections occurred in the south park district.

¹⁹ The north region consists of the area between Truman Road and the Missouri River and all areas of the city north of the Missouri river. The central region is the portion of the city south of Truman Road to 63rd Street. The south region is the portion of the city south of 63rd Street.

Condition of Community Centers

Satisfaction with Community Center Maintenance



- A third of respondents were satisfied with community center maintenance in 2003.
- Only 23 percent gave the same response in 2004.

In January 2004, the Parks and Recreation Department expanded the SHAPE program to include inspections of city community centers. Parks staff trained as inspectors randomly inspect each of the city's 10 community centers at least once per month. The primary focus of the inspections is on safety, cleanliness, and preventative maintenance of the recreational facilities.

The inspector provides a report of the inspection to the facility manager. Facility staff perform quality control of the inspections. The inspection ratings are also reported to the Chief of Operations and regional management staff as well as the Board of Parks and Recreation Commissioners.

Inspectors assess 16 community center components from three areas:

Interior Activity Areas:

- front desk/office/lobby (critical)
- kitchen (critical)
- gymnasium
- restrooms/locker rooms (critical)
- meeting rooms
- exercise rooms
- doorways/hallways
- special use areas
- pool area (critical)

Exterior features:

- sidewalks
- parking lots/road
- structure/signage
- external lighting systems

Landscape features:

- turf
- trees
- horticultural areas

A community center receives an overall unacceptable rating for any one of the following reasons:

- A critical area being rated “unacceptable” in cleanliness;
- two or more common features/areas being rated “unacceptable” in cleanliness or usability/functionality;
- the existence of any one immediate attention hazard.

Why is it important? The condition of the city’s community centers could affect citizen perception and use.

How is the city doing? The community center’s rating of acceptable or unacceptable by the Park’s inspector is shown below by month.

Community Centers Evaluation Results, January to April 2004

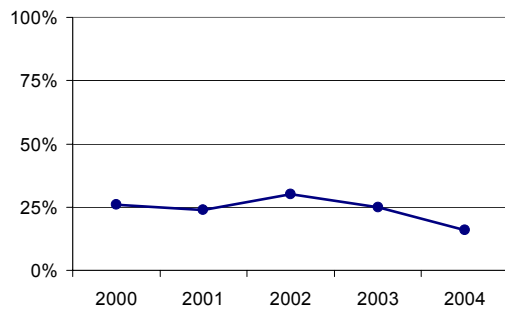
Region	Community Center	January	February	March	April
North	Kansas City North	●	○	○	○
	Garrison	●	●	●	●
	Line Creek	●	●	●	●
Central	Brush Creek	●	○	○	○
	Gregg Klice	●	●	●	●
	Tony Aguirre	○	○	○	○
	Westport	●	○	○	○
South	Marlborough	●	○	○	●
	Hillcrest	○	○	○	○
	Southeast	●	●	●	●
		○ Acceptable	● Unacceptable		

Source: Parks and Recreation Department

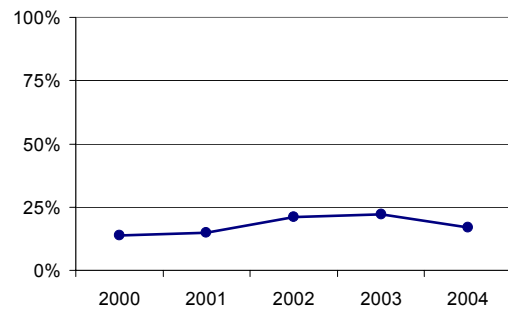
- The number of unacceptable ratings declined from the first month where 8 of 10 of the centers were rated unacceptable.
- Tony Aguirre and Hillcrest community centers received overall acceptable ratings in the first four months of the inspections.

Other Parks and Recreation Activities

Satisfaction with Other City Recreation Programs

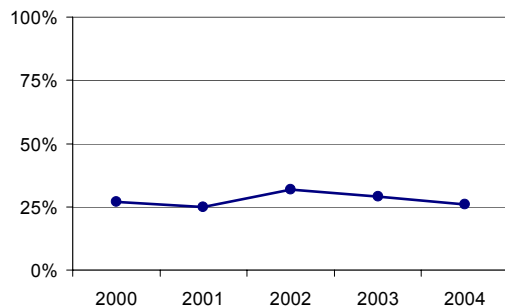


Satisfaction with City Swimming Pools

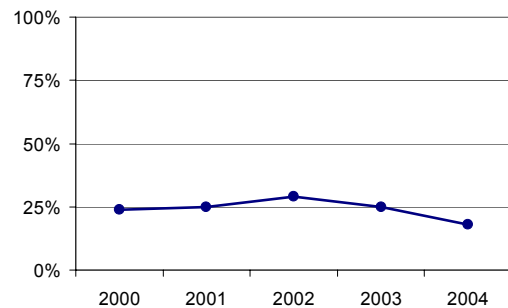


- About a fourth of respondents were satisfied with other recreation programs until 2004, when only 16 percent gave that response.
- Less than one-fourth of respondents were satisfied with swimming pools all five years.

Satisfaction with City Golf Courses

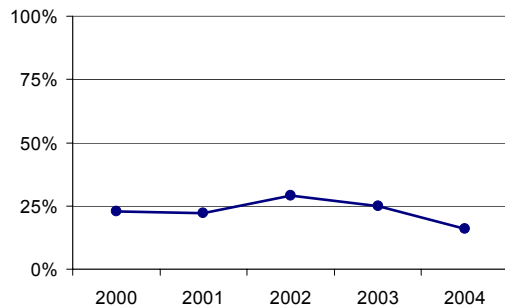


Satisfaction with Youth Athletic Programs

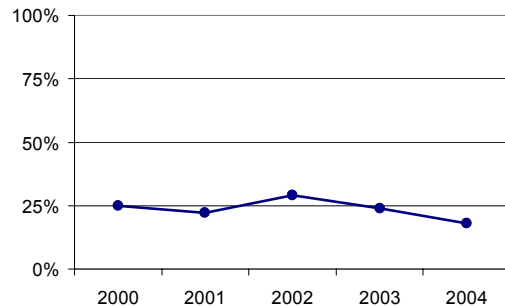


- Satisfaction with both city golf courses and youth athletic programs was highest in 2002.

Satisfaction with the Ease of Registering for Programs

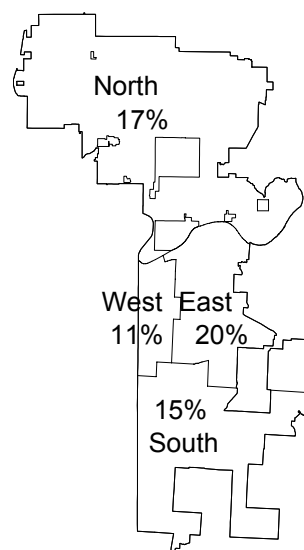
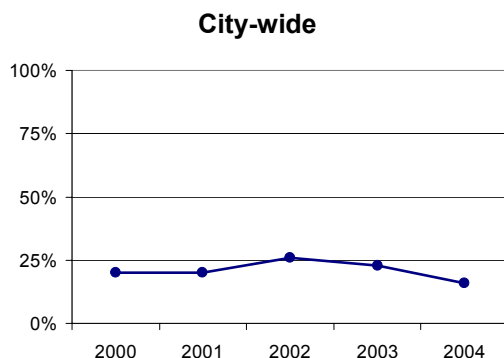


Satisfaction with the Fees Charged for Recreation Programs



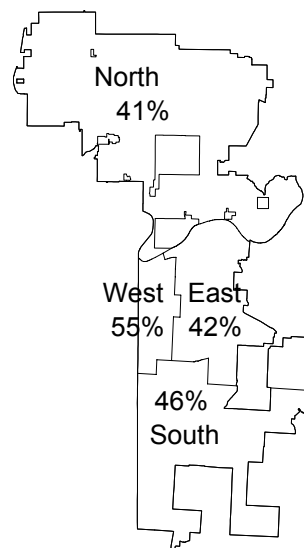
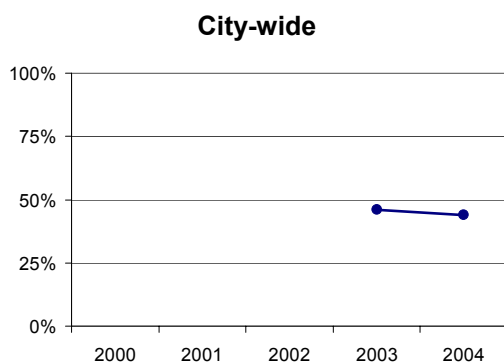
- More than a quarter of respondents were satisfied with the process of registering for programs and the fees charged.
- Both percentages declined in recent years.

Satisfaction with Adult Athletic Programs



- City-wide satisfaction with adult athletic programs was highest in 2002.
- More east area respondents were satisfied.
- Almost half (49%) of west area and 31 percent of east area respondents said “don’t know” when asked this question.

Satisfaction with Maintenance of Boulevards and Parkways



- City-wide satisfaction with maintenance of boulevards and parkways was about the same in 2003 and 2004.
- More than half of west area respondents were satisfied.
- About a third (31%) of north area and 19 percent of west area respondents were “neutral” when asked this question.

Costs

We report net operating expense per capita and general fund support of the Parks and Recreation Department. Operating expenses include personnel costs such as wages and benefits, costs of services, and commodities, but exclude capital expenditures. Net operating expenses are operating expenses excluding non-tax revenue – fees and grants. We also exclude golf and zoo revenues and expenditures from net operating cost to be consistent with the ICMA definition. Expenditures for fiscal year 2002 and 2003 exclude those related to the ice storm in January 2002.

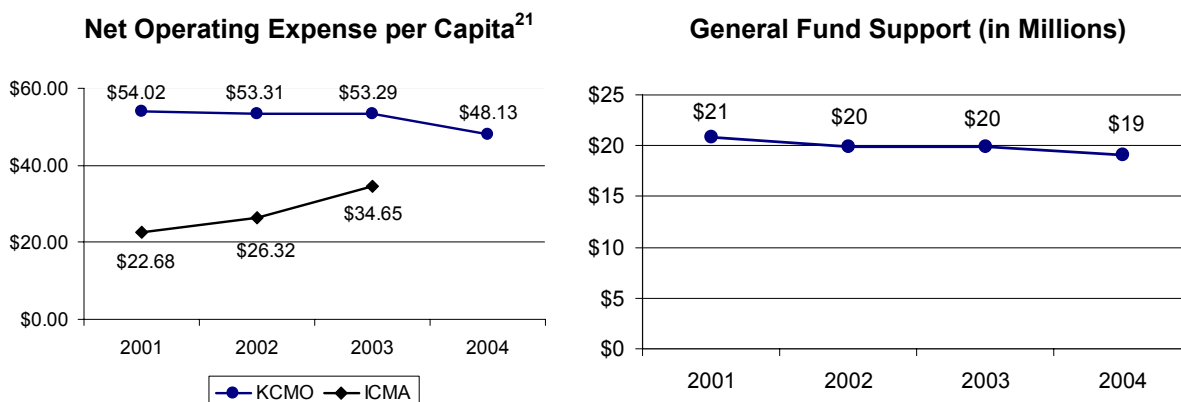
General fund support refers to money allocated to the Parks and Recreation Department beyond dedicated taxes, grants, and fee revenues. It includes money budgeted directly from the general fund and transfers from the general fund to parks funds.

Tax revenues dedicated to the Parks and Recreation Department include:

- a property tax of \$0.50 per \$100 assessed value of land excluding improvements, for park maintenance;
- a license fee of \$12.50 per personal and commercial motor vehicle for parks and community centers;
- a levy of one dollar per foot of property abutting boulevards, parkways, roads, and highways under the control and management of the Board of Parks and Recreation Commissioners and used for boulevard maintenance, repair, and improvement.

Why is it important? Operating expense per capita is an efficiency measure that enables comparison of parks expenditures over time or among cities of varying populations. General fund support of parks may be compared to general fund support of other Kansas City programs and services or to general fund support of parks in past fiscal years to monitor trends in reduction or growth. We recommended in March 2000 that the department report the operating cost per capita of its recreation programs, as well as general fund support.²⁰

How is the city doing?



- The city's net operating expense per capita and general fund support both decreased between fiscal years 2003 and 2004.
- In 2003, the city's net operating expense per capita was over one and a half times higher than the ICMA average reported by cities with populations of 100,000 or more.
- General fund support for Parks and Recreation was \$19.1 million in 2004.

²⁰ *Recreation Program Performance Measures*, Office of the City Auditor, Kansas City, Missouri, March 2000, pp. 8 and 12.

²¹ Sources: Adopted Budgets for fiscal years 2003, 2004, and 2005; AFN; and *ICMA Comparative Performance Measurement Data Reports* for fiscal years 2001, 2002, and 2003, pp. 351, 9, and 383 respectively.

Water and Sewer Services

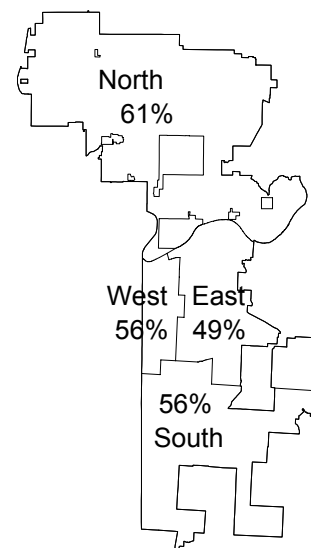
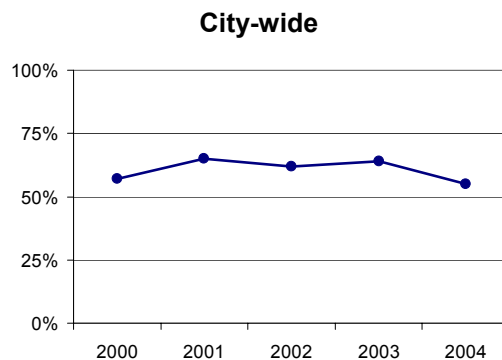
The Water Services Department treats and distributes water. The department is also responsible for treating wastewater, maintaining the storm water system, cleaning and repairing catch basins, and maintaining and repairing sewer and water lines. Services are funded by rates and fees charged to customers. The city has about 2,800 miles of water mains and 2,533 miles of sanitary sewers.

Water Services Expenditures (millions) and Authorized FTEs

	2002	2003	2004
Expenditures	\$143	\$145	\$138
FTE	1,000	990	971

Sources: Adopted Budget 2005, and Submitted Budget 2006.

Overall Satisfaction with the City Water Utility



- City-wide, more than half of respondents remain satisfied with the city water utility, although the percentage declined in 2004.
- More north area respondents were satisfied.

Drinking Water Quality

We report instances where Kansas City water failed to meet state or federal standards in fiscal years 2000 through 2003, and customer satisfaction with water.

The Water Services Department's 2003 Residential Customer Satisfaction Survey asked customers about their satisfaction with the color, smell, water pressure, clarity, taste, and relative quality of tap water supplied by the city. Customers surveyed by phone were asked to rate their satisfaction on a scale where 5 meant "very satisfied" and 1 meant "very dissatisfied." Water Services intends to conduct their Customer Satisfaction Survey every two to three years.

Why is it important? Water quality standards ensure that water is safe for consumption. Water that does not meet quality standards may pose health risks, additional costs, or inconveniences. Other aspects of water quality such as taste, color, smell, and level of pressure influence customer satisfaction.

How is the city doing? Kansas City water met all state and federal water quality standards throughout fiscal years 2000 through 2003. Customer satisfaction with aspects of KCMO water are shown, in order of importance.

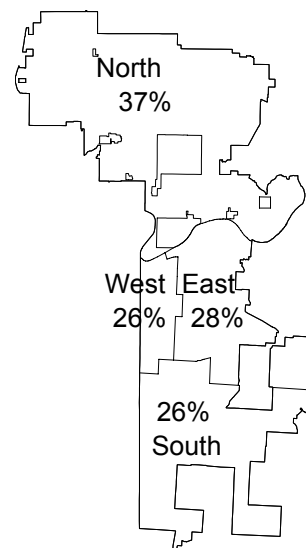
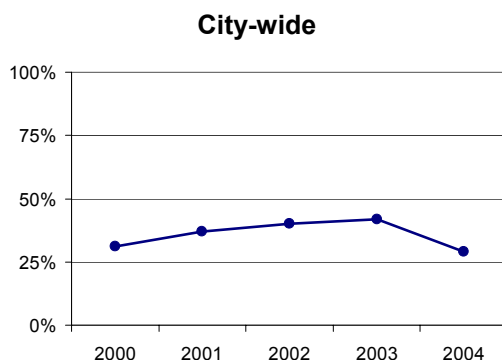
Customer Satisfaction with Aspects of KCMO Water Quality, 1999 and 2003

Factor	1999	2003
Taste of Tap Water	73%	67%
Clarity of Tap Water	81%	77%
Water Pressure on a Typical Day	82%	83%
Smell of Tap Water	83%	84%
Quality of your water vs. Others in Metro Kansas City	51%	61%
Color of Tap Water	87%	83%
Water Pressure during periods of High demand	73%	73%

Sources: Customer Satisfaction Survey, Kansas City Missouri Water Services, ETC Institute, October 1999 and March 2003.

- A majority of water customers surveyed were satisfied with KCMO water.
- Fewer customers were satisfied with the taste of KCMO water, the most important factor according to those surveyed.

Satisfaction with Storm Water Management Efforts



- City-wide satisfaction with storm water management was highest in 2003.
- More north area respondents were satisfied; satisfaction was lowest in the south and west.
- A third of east area respondents were dissatisfied, while only 23 percent were dissatisfied in the north.

The Water Services Department surveyed customers in 1999 and 2003 and asked questions about storm water drainage and storm-related problems.

Percent Satisfied with Storm Water Drainage off of . . .

Location	1999	2003
Neighboring properties	66%	72%
Streets near your home	64%	69%
Other streets in Kansas City, MO	41%	52%

Source: ETC Institute, *2003 Residential Customer Satisfaction Survey Summary Report*, March, 2003.

- Citizen satisfaction with drainage of storm water off of neighboring properties, neighborhood streets, and city streets improved in 2003.

Percent of Residents Experiencing Storm-related Problems

Problem	1999	2003
Storm water in residence	30%	17%
Sanitary sewer backed into residence	16%	14%

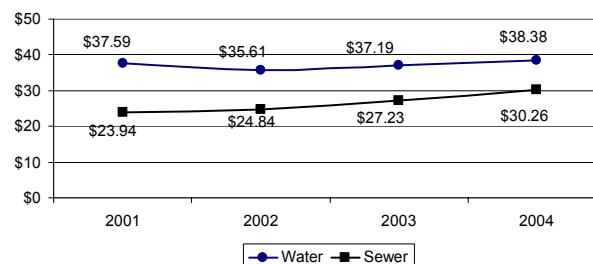
Source: ETC Institute, *2003 Residential Customer Satisfaction Survey Summary Report*, March, 2003.

- The percent of residents who experienced storm water or sewer back ups at their residence during the past three years declined in 2003.

Water and Sewer Costs

We calculated the average bi-monthly (every two months) water and sewer bills per household in fiscal years 2001-2004, based on average water use and water and sewer rates in that year.

Why is it important? Customers care about the cost of water and sewer service. In the 2003 Customer Satisfaction Survey, 64 percent of respondents reported that they were at least somewhat satisfied with water charges and 23 percent expressed dissatisfaction. When asked how their rates compared to rates in other cities, 42 percent were satisfied and 13 percent reported dissatisfaction. Compared to other cities in the metropolitan area, citizen satisfaction with the overall quality of city water utilities is below average. (See page 7.)

How is the city doing?**Average Bi-Monthly Water and Sewer Bills**

Source: Schedule of Water and Sanitary Sewer Service Rates, 2002 to 2004.

- Average water and sewer bills increased during the last four years.
- For the past two years, water rates also increased.

Kansas City water rates are lower than those in Lee's Summit and Johnson County, Kansas, but higher than those in Independence. In addition, Kansas City sewer rates are substantially lower than Lee's Summit and Independence.

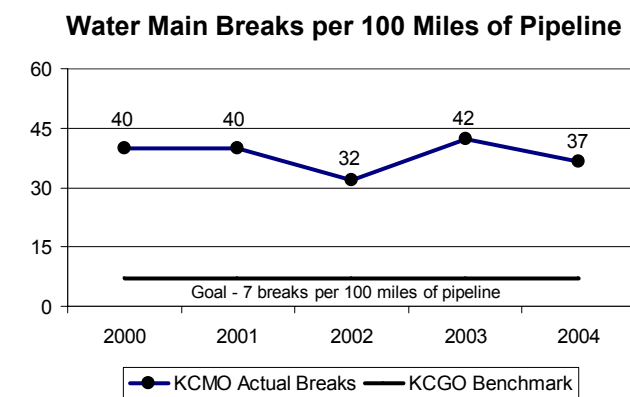
Dependability

We report on dependability using two measures, water main breaks and sewer overflows.

Water main breaks. We report the number of water main breaks per hundred miles of pipeline.

Why is it important? The number of water main breaks per hundred miles provides information about the structural integrity and dependability of the city's water transport system. Frequent water main breaks result in loss of water, reduced water pressure, damage to streets and property, and higher repair costs, and could contaminate drinking water. The amount of water treated, but not billed was about 25 percent of water production in 2001.²²

How is the city doing?



- The total number of water main breaks per 100 miles of pipeline declined in 2004.²³
- City crews repaired 1,024 main breaks in fiscal year 2004.
- KC-GO's Competitive Review Committee proposed a benchmark of 7 main breaks per 100 miles of pipeline based on an average of six benchmark utilities.²⁴

Sewer overflows. We report the total number of sewer overflows reported to the Missouri Department of Natural Resources. Sewer overflows include both sanitary sewer overflows and combined sewer overflows. Sanitary sewer overflows are discharges of untreated sewage from municipal sanitary sewer systems resulting from broken pipes, equipment failure, or system overload. Combined sewer overflows

²² KCGO Executive Summary of Competitive Business Plan, December 12, 2001, p. 14.

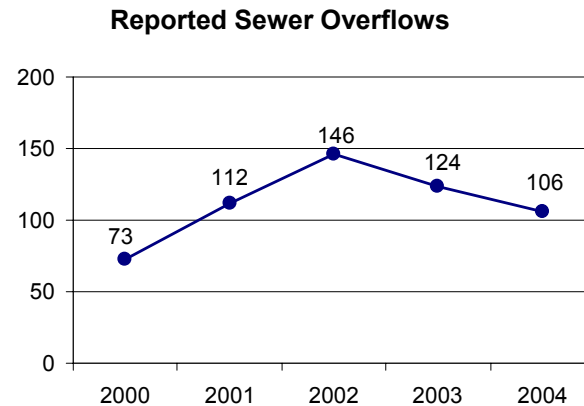
²³ The 2002 number is based on 2,600 miles of mains; the 2003 number is based on 2,700 miles of mains; and the 2004 number is based on 2,800 miles of mains.

²⁴ Kansas City Government Organization (KCGO) is a labor/management initiative focused on improving the way the city provides services to the public. *City of Kansas City, Missouri, Competitive Review Committee, Water Service Competitive Business Plan*, December 13, 2001.

are discharges of untreated sewage and storm water from sewer systems or treatment plants when the volume of wastewater exceeds the system's capacity due to periods of heavy rainfall or snow melt.

Why is it important? The number of sewer overflows is a measure of the capacity and dependability of the sewer or combined sewer/storm water system to handle the total volume of wastewater. Overflows sometimes occur even in well-operated systems due to pipe blockages. However, frequent overflows may indicate pipe breaks or leaks, equipment failures, and insufficient system capacity. Overflows are required to be reported to the Missouri Department of Natural Resources.

How is the city doing?



Source: Missouri Department of Natural Resources,
Kansas City Regional Office.

- Water services reported fewer sewer overflows to the Missouri Department of Natural Resources in 2003 and 2004.

Neighborhood Livability

Neighborhoods are the building blocks of our community and city. We recognize that “neighborhood livability” is related to the other service areas we are covering, as well as the category of “overall quality of life.” This category focuses on aspects of neighborhood livability not already included in other categories and reports indicators at the neighborhood level.

Many city departments work with and serve neighborhoods. The Neighborhood and Community Services Department enforces property maintenance and nuisance codes, tows abandoned vehicles, demolishes dangerous buildings, enforces the city’s animal ordinance, and provides other social and neighborhood services.

Neighborhood and Community Services Department Expenditures (millions) and Authorized FTE

	2001	2002	2003	2004
Expenditures	\$24	\$24	\$23	24
FTE	260	260	253	246

Sources: Adopted Budget 2003, 2004, and 2005; and Submitted Budget 2006.

The Housing and Community Development Department used to assist individuals, private developers, and not-for-profit organizations in producing new housing, rehabilitating existing housing, and redeveloping neighborhoods. The City Manager eliminated this department in 2004, transferring these activities to other city departments.

Housing and Community Development Department Expenditures (millions) and Authorized FTE

	2001	2002	2003
Expenditures	\$18	\$17	\$15
FTE	42	42	42

Sources: Adopted Budget 2003, 2004, and 2005.

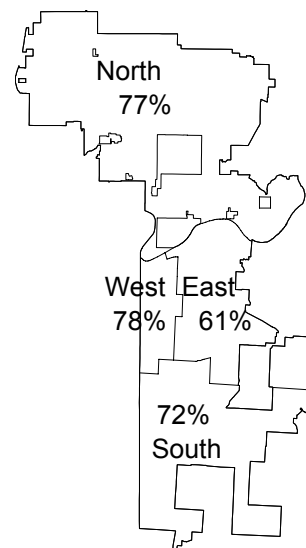
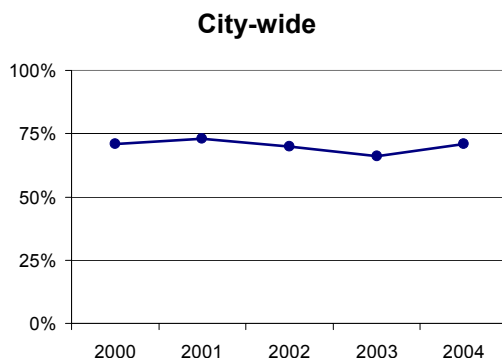
The Environmental Management Department provides residential trash collection, leaf and brush pick-up, and bulky item pick-up. It also runs the Clean City program to clean up vacant lots and assist with neighborhood clean up efforts and investigates and resolves illegal dumping and weed abatement problems. The City Manager’s submitted 2006 budget proposes eliminating this department.

Environmental Management Department Expenditures (millions) and Authorized FTE

	2001	2002	2003
Expenditures	\$16	\$21	\$15
FTE	125	114	97

Sources: Adopted Budget 2003, 2004, and 2005.

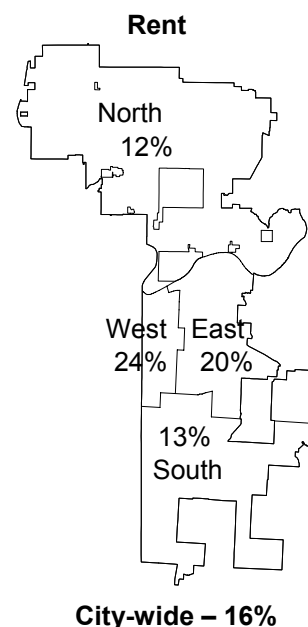
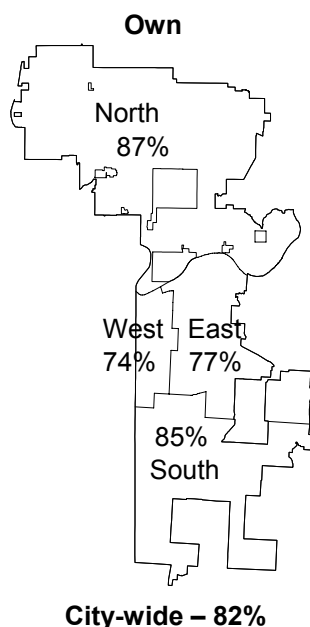
I Rate Kansas City as an “Excellent” or “Good” Place to Live



- City-wide, more than two-thirds of respondents rate Kansas City as a “good” or “excellent” place to live.
- More west area respondents rated the city this way, closely followed by north area respondents.
- Twenty-two percent of east area respondents replied they were “neutral,” while 16 percent were dissatisfied.
- The lowest level of dissatisfaction was in the north (9%).

Housing and Property Maintenance

We asked survey participants whether they own or rent their current residence.



- More north area respondents own their homes.
- Almost a fourth of west area respondents rent their residence.

Why is it important? Home equity is a major component of wealth for most households that own their homes. Home ownership also increases residents' sense of community ownership.

How is the city doing?

Percent of Owner-occupied Housing Units in Neighborhoods		
	Number of Neighborhoods	
Percent Owner-occupied	1990	2000
25% or less	44	38
25.1% – 50%	52	64
50.1% – 75%	75	69
75.1% – 100%	68	69
Total	239	240

Sources: City Development Department, 1990 and 2000 census data by neighborhood.

- The rate of home ownership has increased slightly in the city since 1990.
- Citywide, 52 percent of housing units were owner-occupied in 2000, compared to 50 percent in 1990.²⁵
- Nationally, the homeownership rate was about 51 percent in central cities in 2000 and 49 percent in 1990.
- Homeownership varies across neighborhoods. Over half of the total housing units were owner-occupied in 58 percent of the city's neighborhoods in 2000, and 60 percent of neighborhoods in 1990.

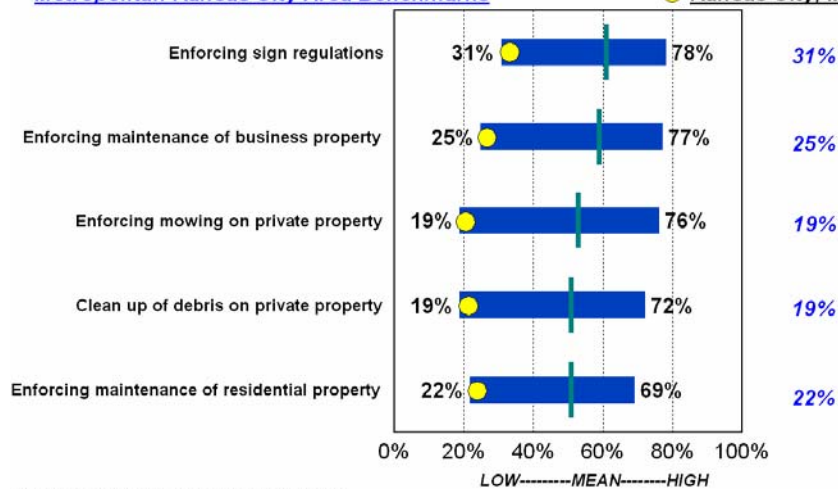
²⁵ Last year's report included the percent of owner-occupied housing in neighborhoods. We did not update this information this year.

Satisfaction with the Enforcement of Codes and Ordinances - 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

Metropolitan Kansas City Area Benchmarks

● Kansas City, MO



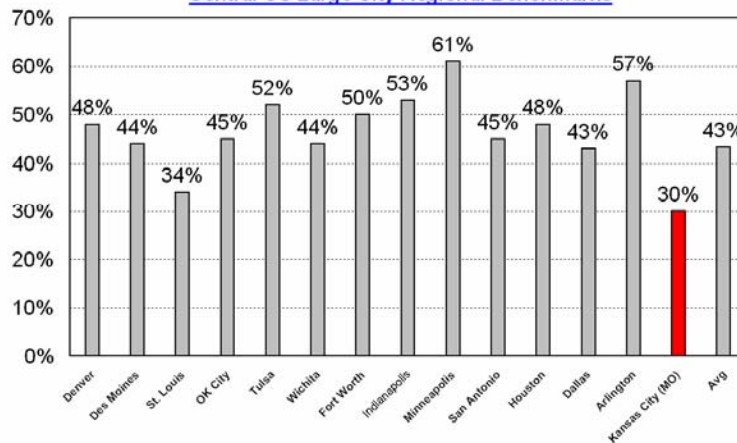
Source: ETC Institute DirectionFinder (c) 2004

- Satisfaction with Kansas City's code enforcement efforts was the lowest of the metropolitan area's cities.

Overall Satisfaction With Code Enforcement - 2004

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

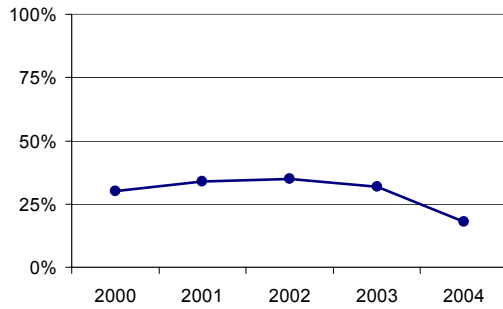
Central US Large City Regional Benchmarks



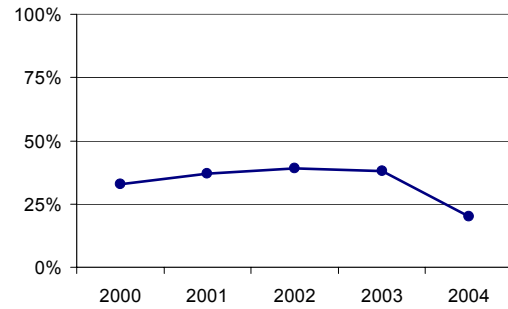
Source: ETC Institute DirectionFinder

- Satisfaction was also the lowest of the large city U.S. regional benchmarks.

Satisfaction with Enforcing Residential Property Maintenance

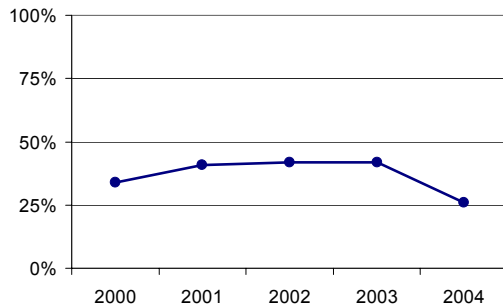


Satisfaction with Enforcing Exterior Business Property Maintenance

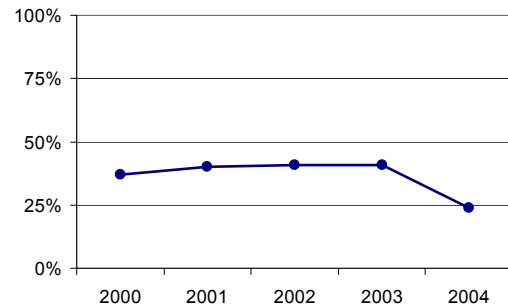


- Satisfaction with enforcement of property maintenance efforts was highest in 2002.

Satisfaction with Enforcement City Codes and Ordinances



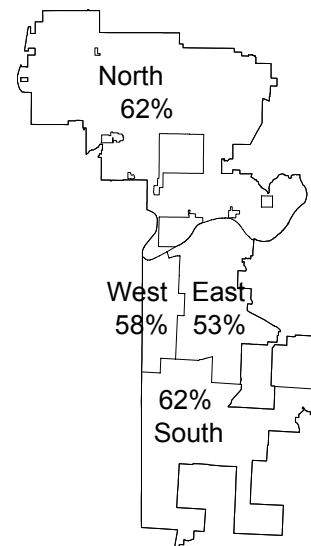
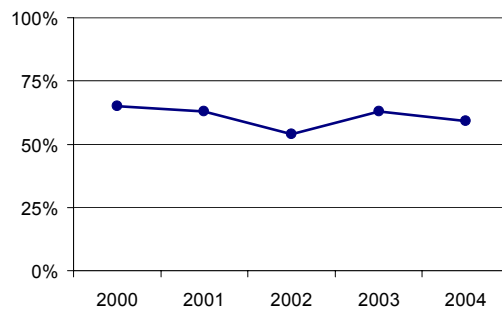
Satisfaction with Enforcing Public Health/Safety Codes



- Satisfaction with all code enforcement efforts remains slightly higher than for property maintenance efforts but also declined in 2004.

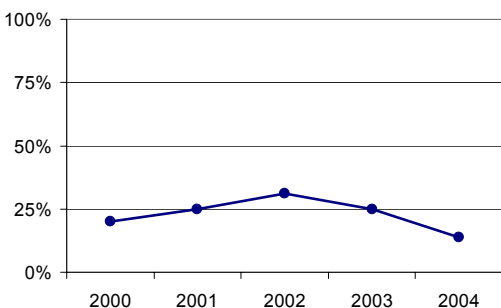
Overall Satisfaction with Trash Collection Services

City-wide

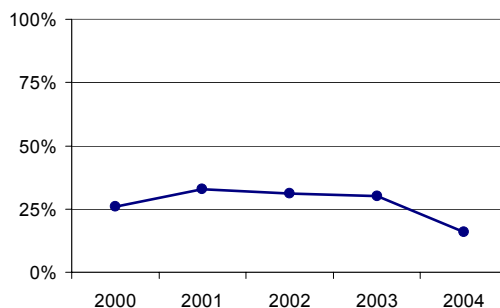


- City-wide, more than half of respondents remain satisfied with trash collection services.
- More respondents are satisfied in the north and south.

Satisfaction with Enforcing and Prosecuting Illegal Dumping

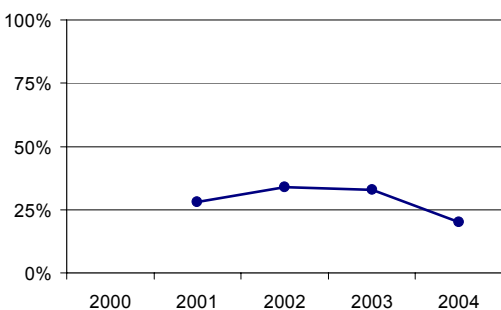


Satisfaction with Enforcing the Clean Up of Litter and Debris on Private Property

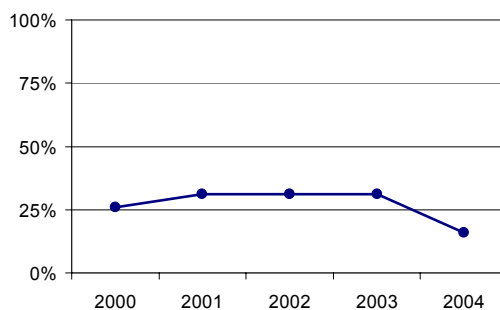


- A third of respondents were satisfied with efforts to reduce illegal dumping in 2002, but this percentage declined to only 14 percent in 2004.
- Satisfaction with similar efforts on private property also declined in 2004.
- “Clean up litter” and “illegal dumping” topped the list of code-related items that respondents said city leaders should emphasize most over the next two years in the 2003 survey.

Satisfaction with the Timely Removal of Abandoned Cars

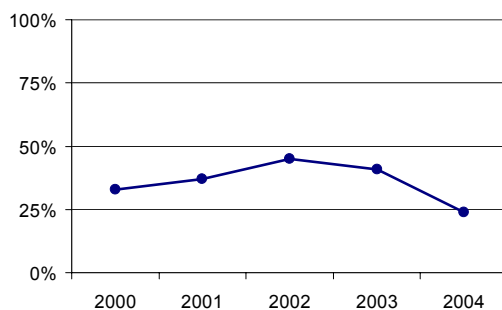


Satisfaction with Enforcing the Mowing and Cutting of Weeds on Private Property



- Only 20 percent of respondents were satisfied with the city’s efforts to remove abandoned cars.
- Satisfaction with weed cutting, previously averaging 30 percent, declined to 16 percent in 2004.

Satisfaction with Enforcing Sign Regulations



- Satisfaction with the enforcement of sign regulations declined to its lowest level in five years.

We report the percent of neighborhood housing needing major repairs, and the percent of property code violation problems resolved. We did not update the information of the percent of neighborhood housing needing major repairs this year.

Housing conditions. The city contracted with the Center for Economic Information at the University of Missouri-Kansas City (UMKC) to conduct the 2001 Housing Conditions Survey. The survey rated residential housing conditions by parcel, including the roof, foundation and walls, windows and doors, exterior paint, private sidewalks and drives, lawns and shrubs, and litter. We define structure problems as properties with roofs or foundations rated as “substandard,” “seriously deteriorated,” or “severely deteriorated.”

The housing condition survey covered 100 percent of the residential structures in about 40 percent of the city, and 5 percent samples in the remaining areas of the city. The “100 percent survey area” contains about 80,450 parcels in 120 neighborhoods in an area generally from Vivion Road on the north to 85th Street on the south, from State Line and Troost on the west, to I-435 on the east. The “5 percent survey area” covers the newer portions of the city and includes 4,491 parcels.

Why is it important? Well-maintained properties increase neighborhoods’ housing values as well as residents’ sense of pride and ownership of the community. On the other hand, poorly maintained properties are related to community deterioration.

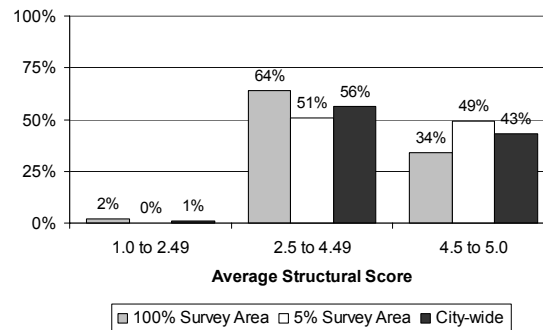
How is the city doing?

Percent of Surveyed Neighborhoods with Housing Structure Problems	
Percent of Housing with Structure Problems	Number of Surveyed Neighborhoods
75% - 100%	8
50% - 74.9%	40
25% - 49.9%	29
1% - 24.9%	29
0%	8
Total	114

Source: The UMKC Center for Economic Information, City of Kansas City, Missouri 2000/2001 Neighborhood Housing Conditions Survey, March 29, 2002.

- About 40 percent of homes rated in UMKC’s housing condition survey need structural repairs.
- The percent of homes needing structural repairs varies widely.
- About 7 percent of the neighborhoods did not have any housing with structural problems.

Average Housing Structural Scores²⁶



Source: The UMKC Center for Economic Information, City of Kansas City, Missouri 2000/2001 Neighborhood Housing Conditions Survey, March 29, 2002.

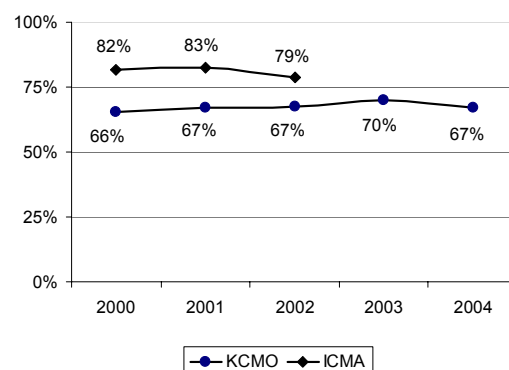
- More homes in the newer portions of the city rated high in housing structures, where almost half of the homes have an average structural score between 4.5 and 5, compared to almost one third of the homes in the “100 percent survey area.”

Code enforcement. The Neighborhood Preservation Division in the Neighborhood and Community Services Department enforces property codes. Property code violation cases are closed when the problems are abated. The total number of open cases includes new cases opened in the current fiscal year and cases that were not closed from the previous years.

Why is it important? Code enforcement helps neighborhoods sustain their safety and quality of life.

How is the city doing? The number of open cases exceeded 20,000 during each of the past 5 years.

Percent of Property Code Violations Closed



Sources: Neighborhood and Community Services Department; ICMA Comparative Performance Measurement Data Reports for fiscal years 2000, 2001, and 2002.

- About 67 percent of property code violation cases were closed in fiscal year 2004.
- The closed rate is lower than the ICMA average for cities with populations of 100,000 or more.²⁷

²⁶ The structural average score groups together the scores for roof, foundation/wall, window/door/ porch, and exterior paint. The best possible score is 5.0; the worst is 1.0.

²⁷ ICMA did not report average case closure rates in 2003. Information for 2004 is unavailable.

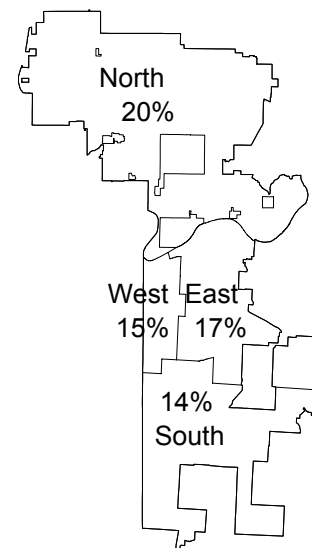
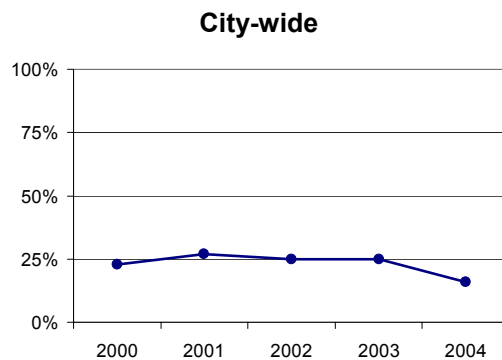
Physical Infrastructure

We report the percent of surveyed neighborhoods rated in the 2001 Housing Conditions Survey with no sidewalks or with deteriorated sidewalks, with streetlight problems, and with deteriorated catch basins. We did not update this information this year. We also report the percent of catch basins cleaned each year.

The 2001 Housing Conditions Survey evaluated the public infrastructure next to the parcel in addition to assessing the private properties. The survey rated conditions of sidewalks, curbs, streets, street lights, and catch basins.

Sidewalks

Satisfaction with City Sidewalk Maintenance



- City-wide, over a fourth of respondents were satisfied with sidewalk maintenance in 2001.
- City-wide satisfaction declined to 16 percent in 2004.
- More north area respondents were satisfied while the fewest were satisfied in the south.
- More than half of respondents in the east (52%), south (52%), and west (59%) were dissatisfied, while only 40 percent of north area respondents gave the same response.
- A third (31%) of north area respondents said they were “neutral.”

We define deteriorated sidewalks as those that were rated “sub-standard,” “seriously deteriorated,” or “severely deteriorated.”

Why is it important? Neighborhood infrastructure helps to form the backbone of a neighborhood and serves the people living within. Sidewalks improve pedestrian safety and encourage informal encounters among neighbors.

Citizens report a relatively low level of satisfaction with condition of city sidewalks. Compared to other communities in the metropolitan area, citizen satisfaction with maintenance of city sidewalks in Kansas City was the lowest. (See page 15.)

How is the city doing?

Percent of Surveyed Neighborhoods with Sidewalk Problems

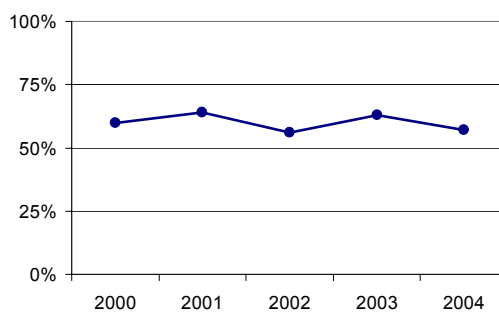
Percent of Parcels with No or Deteriorated Sidewalks	Number of Surveyed Neighborhoods
75% - 100%	32
50% - 74.9%	18
25% - 49.9%	23
1% - 24.9%	41
0%	6
Total	120

Source: The UMKC Center for Economic Information, City of Kansas City, Missouri 2000/2001 Neighborhood Housing Conditions Survey, March 29, 2002.

- The majority of neighborhoods in the housing condition survey had no sidewalks or had deteriorated sidewalks.
- Over 40 percent of the parcels in the “100 percent survey area” had no sidewalks or had deteriorated sidewalks.
- Over one-fourth of the neighborhoods evaluated (27%) in the “100 percent survey area” had problems with most of their sidewalks (75% or more).
- Only 6 neighborhoods among the 120 evaluated had no problems.

Street lights

Satisfaction with the Adequacy of City Street Lighting



- Satisfaction with city street lighting declined slightly in 2004, from 63 percent in 2003, to 57 percent in 2004.

We define streetlight problems as parcels where street lights were rated as a “significant problem,” “serious problem,” or “severe problem.”

Why is it important? Street lights improve street visibility and may also complement neighborhood crime prevention efforts.

How is the city doing?**Percent of Surveyed Neighborhoods with Streetlight Problems**

Percent of Parcels with Streetlight Problems	Number of Surveyed Neighborhoods
75% - 100%	0
50% - 74.9%	0
25% - 49.9%	0
1% - 24.9%	47
0%	73
Total	120

Source: The UMKC Center for Economic Information, City of Kansas City, Missouri
2000/2001 Neighborhood Housing Conditions Survey, March 29, 2002.

- Most of the neighborhoods evaluated in the “100 percent survey area” had no problems with their street lights.
- In neighborhoods with problems noted, most of the street lights worked properly.
- Street lighting has had one of the highest citizen satisfaction ratings in our annual survey.
- Citizen satisfaction with the adequacy of street lighting is near the average of other communities in the metropolitan area. (See page 15.)

Catch Basins

Catch basins are inlets connecting to the storm water system. Catch basin problems refer to catch basins that were rated “sub-standard,” “seriously deteriorated,” or “severely deteriorated.” The Water Services Department tracks catch basin cleaning and repairs.

Why is it important? Cleaning catch basins helps to reduce the risk of flooding. The city’s goal was to clean all of the city’s 34,000 catch basins at least once every two years. Recently, the goal changed to cleaning 19,500 catch basins annually. The city also cleans catch basins in response to citizen requests.

Compared to other communities in the metropolitan area, citizen satisfaction with the overall quality of storm water management was above average in 2003, but below average in 2004. In 2003, 41 percent of respondents were satisfied with the quality of storm water management. This percentage decreased to 29 percent in 2004.

How is the city doing?

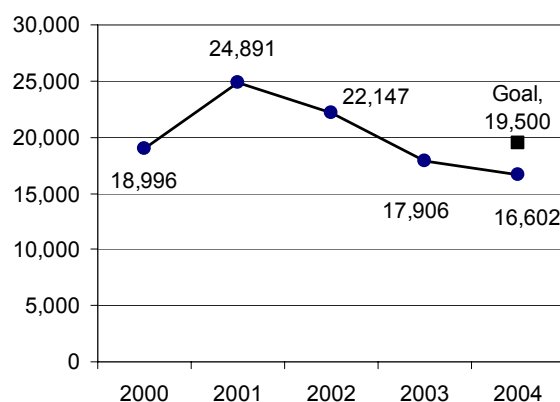
Percent of Surveyed Neighborhoods with Catch Basin Problems

Percent of Catch Basins with Problems	Number of Surveyed Neighborhoods
75% - 100%	1
50% - 74.9%	5
25% - 49.9%	28
1% - 24.9%	51
0%	33
Total	118

Source: The UMKC Center for Economic Information, City of Kansas City, Missouri 2000/2001 Neighborhood Housing Conditions Survey, March 29, 2002.

- Most neighborhoods in the housing condition survey rated catch basins as adequate.

Number of Catch Basins Cleaned



Source: Water Services Department.

- The number of catch basins cleaned citywide has declined from 2001 to 2004.
- Before 2003, the number of catch basins cleaned citywide was over half the city's goal of cleaning all 34,000 catch basins at least once every two years.
- In 2004, the department reported cleaning 16,602. According to the department's annual competitive business plan, the current goal is to clean 19,500 catch basins each year.

Water Services staff reported that the department focuses on cleaning catch basins where it is needed the most and where the majority of citizen complaints were received these years. The department used to concentrate on cleaning as many catch basins as possible in the past while many of them were in new subdivisions that did not require frequent cleaning or inspection.

Social Characteristics

We report racial composition in the city and the metropolitan area using the dissimilarity index, which measures the extent to which blacks/African-Americans are unevenly distributed relative to a baseline of perfect integration. An index measure of 0 would represent perfect integration – where the proportion of black/African-American residents in each census tract of the city would approximately equal the proportion citywide. Conversely, an index measure of 1 would represent absolute segregation. An index measure of 0.6 is said to represent “hypersegregation.”²⁸

Why is it important? One way to assess the health of neighborhoods is by comparing demographic characteristics of neighborhoods to those of the overall city. Concentrations of racial segregation could indicate problems.

Research has shown that racial segregation is related to concentrations of poverty, which is in turn related to social problems such as crime and drug abuse.²⁹ Residential segregation creates barriers for families to education, employment, a safe environment, fair insurance rates, and wealth in the form of home equity. Residential segregation also undermines the community as a whole.

How is the city doing? Kansas City remains a racially segregated city, although there has been some improvement since 1990.

Racial differences. The dissimilarity indices declined in Kansas City and the metropolitan area between 1990 and 2000. However, the indices remain above 0.6, representing a high level of segregation. The indices of Kansas City are a little bit lower than the metropolitan area. About three-quarters of Kansas City’s neighborhoods can be considered highly segregated – where the black/African-American population is more than 60 percent different from the citywide proportion.

Black/Non-black Dissimilarity (1990 and 2000)

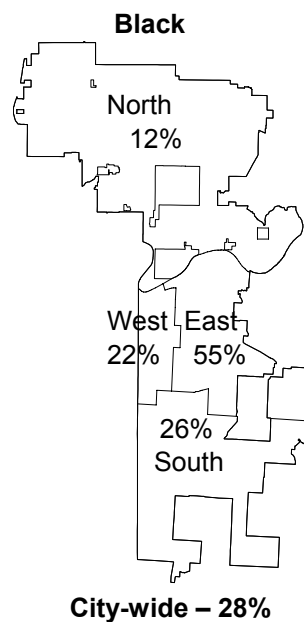
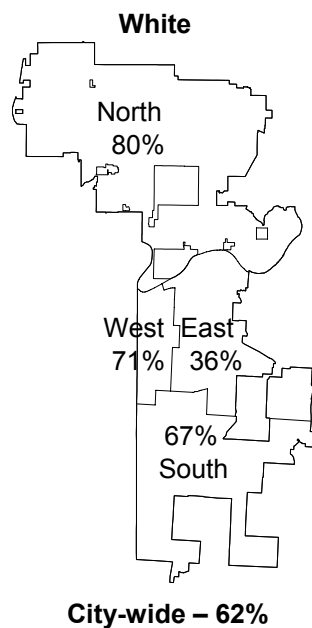
	1990	2000
Kansas City, MO	0.712	0.662
Kansas City, MO-KS MSA	0.721	0.683

Sources: 1990 & 2000 Census data from the City Development Department; Edward Glaeser and Jacob Vigdor, “Racial Segregation in the 2000 Census: Promising News,” The Brookings Institution, Survey Series, April 2001.

²⁸ Edward Glaeser and Jacob Vigdor, “Racial Segregation in the 2000 Census: Promising News,” The Brookings Institution, Survey Series, April 2001.

²⁹ Massey, Douglas S., “American Apartheid: Housing Segregation and Persistent Urban Poverty,” NIU Social Science Research Institute Distinguished Lectures, March 1994.

We asked survey respondents to describe their race/ethnicity. Those responding Black or White lived in the following areas.



- More than three-fourths of north area respondents are white.
- The majority of blacks live in the east.

Highly Segregated Neighborhoods (1990 and 2000)

Percentage of Black Population in Neighborhood ³⁰	Number of Neighborhoods		%
	1990	2000	Change
Less than 11.8%	131	117	-11%
More than 47.4%	51	62	22%
Total of highly segregated neighborhoods	182	179	-2%
Percent of highly segregated neighborhoods	76%	75%	-1%

Sources: 1990 and 2000 Census data from the City Development Department.

- The number of neighborhoods with at least 60 percent fewer blacks than are found citywide decreased.
- More neighborhoods are classified as non-segregated (57 in 1990, 62 in 2000).

³⁰ In highly segregated neighborhoods the percentage of black/African-Americans in a neighborhood is at least 60 percent more (47.4%) or less (11.8%) than it is citywide.

Children. We also report the distribution of children by neighborhood. We did not update this information this year.

Why is it important? The loss of families with children could also indicate problems.

How is the city doing? The percent of children in Kansas City is similar to the metropolitan area as a whole.

Children under the age of 15 make up about 21 percent of Kansas City's population, which is similar to the metropolitan area as a whole. However, children are not evenly distributed by neighborhoods – about 70 percent of the children live in half of the city's neighborhoods.

Child Population in KCMO Compared to That in the Metropolitan Area

	KCMO	Kansas City, MO-KS MSA
Total under age 15	94,354	394,131
Total population	441,545	776,062
Percent under 15	21%	22%

Source: U.S. Bureau of the Census, Census 2000.

Child Distribution by Neighborhood (2000)

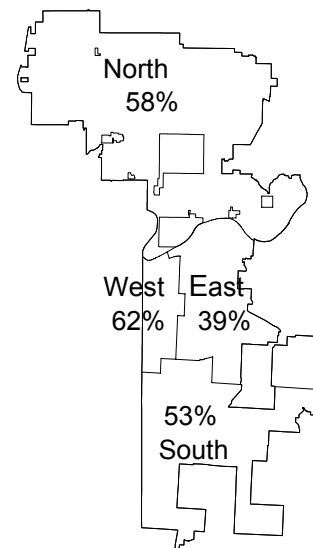
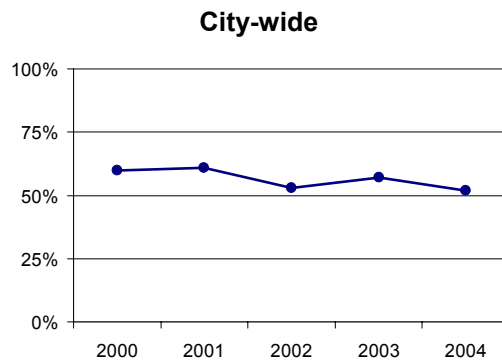
	Percent of Population Under 15	Number (Percent) of Neighborhoods	Number (Percent) of Children
Very Few Children	0% - 10%	24 (10%)	2,194 (2%)
	11% - 20%	89 (37%)	23,795 (25%)
	21% - 30%	115 (48%)	62,825 (67%)
	31% - 40%	7 (3%)	3,446 (4%)
Very Many Children	41% - 50%	5 (2%)	2,053 (2%)
Total		240 (100%)	94,313 (100%)

Source: 2000 Census data from the City Development Department.

Overall Quality of Life

Community “quality of life” is a broad concept that has generated numerous definitions and measurements ranging from standard statistics, such as the Cost of Living Index, to subjective indicators, such as “feelings of happiness.” Here, we report measures of wealth, employment, education, and health in Kansas City. While external economic and social conditions that influence these aspects of quality of life are largely beyond the control of local government, measuring these conditions can help the city respond to changes. In the long run, building an economic base – through maintaining capital infrastructure, competitive tax rates, and providing an adequate level of service – will encourage businesses and families to stay in the city.

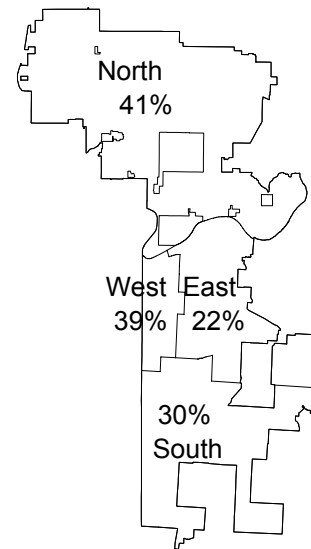
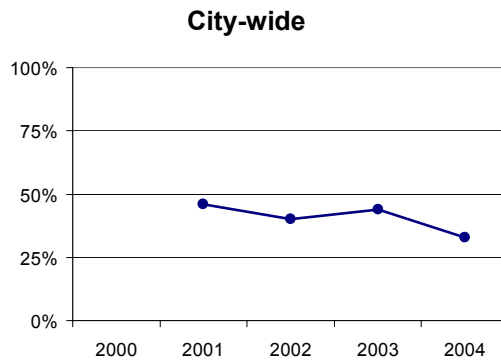
Overall Satisfaction with the Quality of Life in the City



- City-wide, more than half of respondents were satisfied with the city’s quality of life in all five years, however, this percentage was only 52 percent in 2004.
- More west area respondents were satisfied.
- More than a quarter (26%) of east area respondents expressed dissatisfaction, the highest percentage of all four areas.

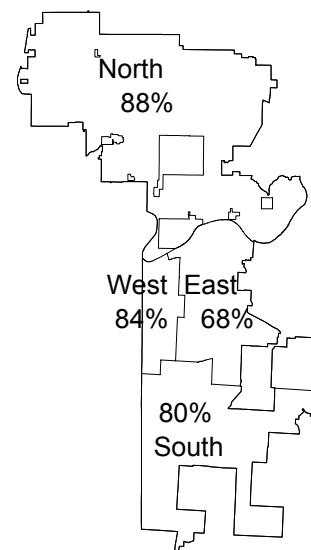
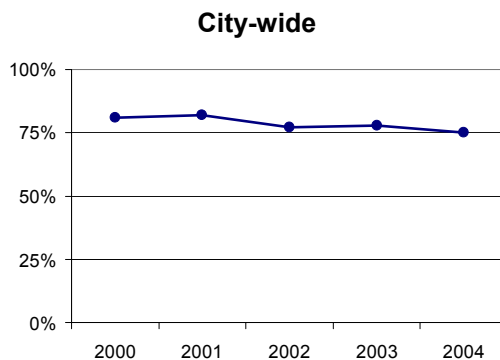
Safety

Overall Satisfaction with the Feeling of Safety in the City

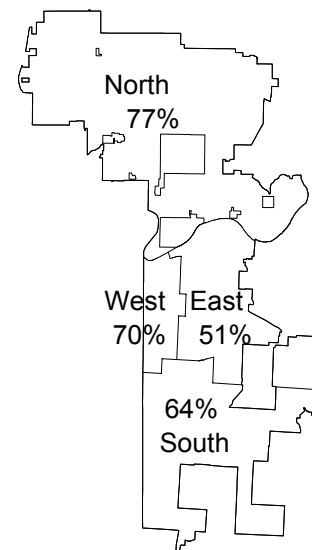
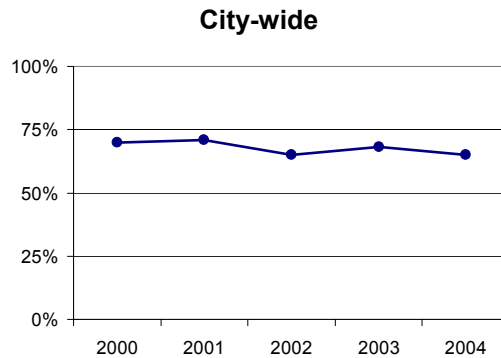


- City-wide, satisfaction with feeling safe in the city declined to a third of respondents in 2004.
- Less than a quarter of east area respondents were satisfied.
- Dissatisfaction was 49 percent in the east, 40 percent in the south, 30 percent in the west, and 26 percent in the north.

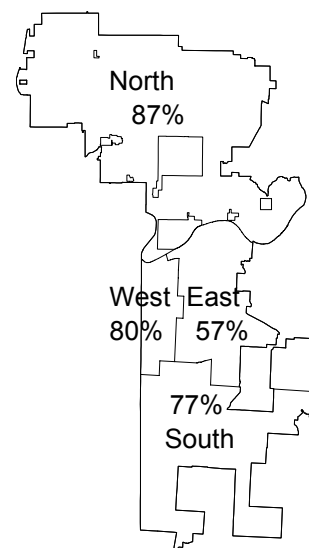
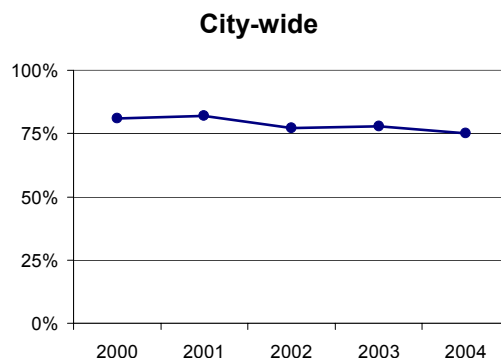
I Feel “Very Safe” or “Safe” at Home During the Day



- City-wide, the percentage of respondents feeling safe at home during the day remained about the same in 2004 (79%).
- The percent feeling safe was highest in the north and lowest in the east.
- About one-fifth (22%) of east area and nine percent of south area respondents were “neutral” when asked this question.

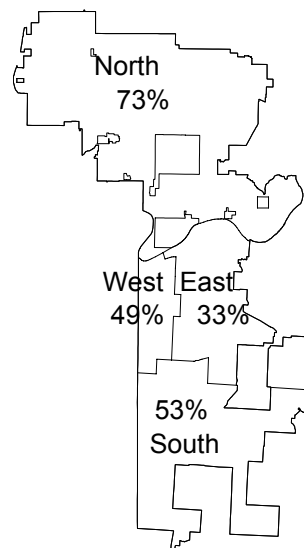
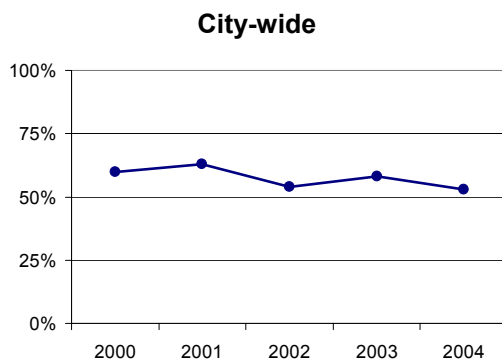
I Feel “Very Safe” or “Safe” at Home at Night

- City-wide, about two-thirds of respondents felt safe at home at night. This percentage is only about half in the east.
- More east area respondents felt unsafe (22%) while the fewest respondents felt unsafe in the north (8%).
- About one-fourth (26%) of east area and 14 percent of north area respondents said they were “neutral” when asked this question.

I Feel “Very Safe” or “Safe” in My Neighborhood During the Day

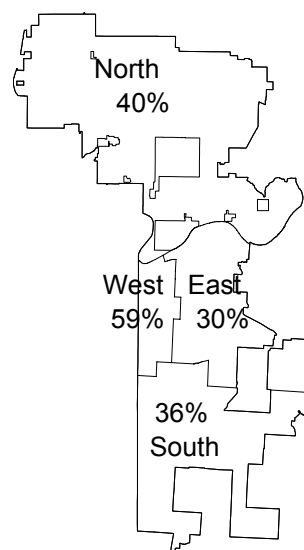
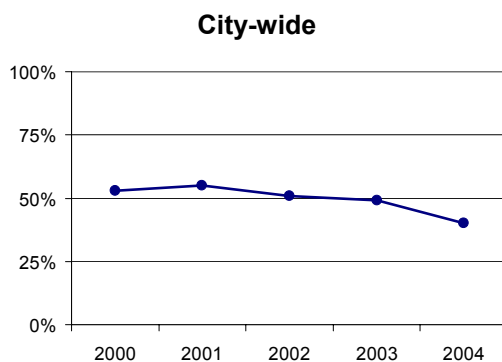
- City-wide, three-fourths of respondents felt safe in their neighborhood during the day.
- The highest percentage was found in the north, followed by the west, south, and east.
- Only 3 percent of north area and 15 percent of east area respondents felt unsafe.
- About a quarter (26%) of east area and 10 percent of north area respondents replied “neutral” when asked this question.

I Feel “Very Safe” or “Safe” in my Neighborhood at Night

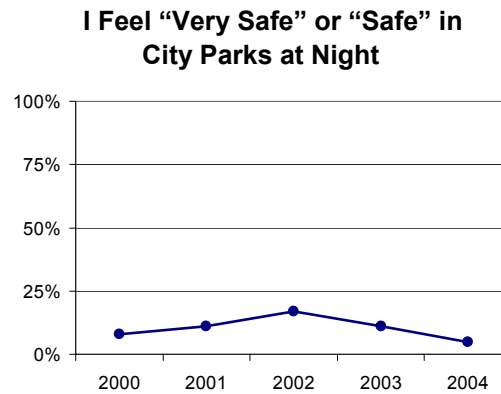


- City-wide, more than half of respondents felt safe in their neighborhoods at night.
- More north area respondents felt safe.
- About a third, (37%) of those in the east and eight percent of those in the north felt unsafe.
- Twenty-eight percent of those in the east and 18 percent of those in the north said they were “neutral” when asked this question
- .

I Feel “Very Safe” or “Safe” in City Parks During the Day



- City-wide, the percentage of respondents feeling safe in city parks during the day has declined over the last five years from 55 percent in 2001 to 40 percent in 2004.
- More west area respondents felt safe.
- More east area respondents (27%) felt unsafe, the highest of all four areas.



- Overall, only 5 percent of respondents felt safe in city parks at night. This percentage was 17 percent in 2002.
- There were no significant differences between areas of the city.

Wealth

We report income distribution, median household income, the value of owner-occupied housing, age of the city’s housing stock, the number of homeless individuals and families, and the percentage of students qualified for free or discounted lunch.

Median income. Income includes wage or salary, self-employment income, interest or dividend, social security, supplemental security, retirement or disability income, public assistance, and other regularly received money income. The 1990 Census provides income data for calendar year 1989 and the 2000 Census provides income data for calendar year 1999. The 2004 American Community Survey estimates the annual income average based on monthly samples in 2004.

Why is it important? Income is a key determinant of individual, family and community well-being. Income levels indicate the ability of individuals and families to meet their needs and correlate with their conditions of health, education, social interaction, housing, leisure, and general life style.

How is the city doing?

Household Income (1990, 2000 and 2003)³¹

	1990		2000		2003	
	Households		Households		Households	
	Number	Percent	Number	Percent	Number	Percent
Less than \$10,000	31,800	18.0%	21,385	11.6%	23,904	12.8%
\$10,000 to \$14,999	16,784	9.5%	11,745	6.4%	11,777	6.3%
\$15,000 to \$24,999	33,988	19.2%	26,325	14.3%	25,051	13.4%
\$25,000 to \$34,999	29,828	16.8%	27,110	14.7%	19,715	10.5%
\$35,000 to \$49,999	30,575	17.3%	31,731	17.2%	35,026	18.7%
\$50,000 to \$74,999	22,866	12.9%	34,354	18.7%	38,268	20.5%
\$75,000 to \$99,999	6,246	3.5%	16,037	8.7%	19,254	10.3%
\$100,000 to \$149,999	3,328	1.9%	10,330	5.6%	11,154	6.0%
\$150,000 to \$199,999	1,742*	1.0%	2,213	1.2%	972	0.5%
\$200,000 or more			2,798	1.5%	2,002	1.1%
Total households	177,157	100.0%	184,028	100.0%	187,123	100.0%
Median household income	\$26,713		\$37,198		\$38,639	

*\$150,000 or more.

Sources: U.S. Bureau of Census, *Census 1990 Population and Housing*, *Census 2000*, and *2003 American Community Survey*

- Kansas City's median income increased about 4 percent, compared to almost 7 percent inflation, between 2000 and 2003.

Household Income in KCMO Compared to that in the Metropolitan Area (2003)

Household income	Percent of Households	
	Kansas City, MO	Kansas City, MO--KS MSA
Less than \$10,000	12.8%	7.5%
\$10,000-14,999	6.3%	5.1%
\$15,000-24,999	13.4%	12.0%
\$25,000-34,999	10.5%	10.7%
\$35,000-49,999	18.7%	16.7%
\$50,000-74,999	20.5%	21.7%
\$75,000-99,999	10.3%	12.4%
\$100,000-149,999	6.0%	9.0%
\$150,000-199,999	0.5%	2.7%
\$200,000 or more	1.1%	2.1%
Total households	187,123	725,444
Median household income	\$38,639	\$47,428

Source: U.S. Bureau of Census, *2003 American Community Survey*.

- The percent of households in the lowest income category is much higher in Kansas City than in the metropolitan area as a whole.
- About 13 percent of Kansas City households reported an annual income of less than \$10,000. For the five county metropolitan area, the percentage was only about eight percent.

³¹ The 1990 and 2000 figures are not adjusted for inflation.

Housing

Housing is a major component of household wealth for most households that own their homes.

How is the city doing?

Value of Owner-Occupied Units, 1990, 2000, and 2003³²

	1990	2000	2003
Value of Units	Number (%)	Number (%)	Number (%)
Less than \$50,000	37,689 (41.7%)	21,203 (21.8%)	14,720 (15.3%)
\$50,000-99,999	41,204 (45.6%)	39,419 (40.4%)	36,204 (37.5%)
\$100,000-149,999	7,196 (8.0%)	21,239 (21.8%)	22,468 (23.3%)
\$150,000-199,999	2,247 (2.5%)	8,716 (8.9%)	11,728 (12.2%)
\$200,000-299,999	1,129 (1.3%)	4,434 (4.5%)	4,836 (5.0%)
\$300,000-499,999	818* (0.9%)	1,663 (1.7%)	4,292 (4.4%)
\$500,000 or more		807 (0.8%)	2,233 (2.3%)
Total units	90,283 (100%)	97,481 (100%)	96,481 (100%)
Median Value	\$56,100	\$84,000	\$93,721

*\$300,000 or more.

Sources: U.S. Bureau of Census, Census 1990 of Population and Housing, Census 2000, and 2003 American Community Survey.

- The median value of owner-occupied housing in Kansas City increased about 12 percent compared with about 7 percent inflation between 2000 and 2003.

Year Housing Structure Was Built

	Number	Percent
1999 to March 2000	2,980	1.5%
1995 to 1998	8,959	4.4%
1990 to 1994	8,647	4.3%
1980 to 1989	20,025	9.9%
1970 to 1979	27,768	13.7%
1960 to 1969	32,794	16.2%
1940 to 1959	55,417	27.4%
1939 or earlier	45,683	22.6%
Total Housing Units	202,273	100.0%

Sources: U.S. Bureau of Census, *Census 2000*.

- Half of Kansas City's housing was built before 1960.

The Missouri Department of Elementary and Secondary Education reports the number of students who are qualified for free or reduced fee lunch in each school district every year. Students whose family income is at 130 percent of the federal income poverty guidelines are eligible for free lunch and those whose family income is at 185 percent of the poverty guidelines are eligible for reduced priced lunch.

³² The 1990 and 2000 figures are not adjusted for inflation.

Percent of Students Eligible for Free or Reduced-Priced Lunch

School District	1999	2000	2001	2002	2003	2004		Percent of Students Living in KCMO*
						Total Students	Eligible %	
Kansas City	71.7%	75.9%	75.7%	79.0%	79.6%	33,641	80.5%	100%
Center	45.6%	51.4%	52.3%	49.7%	52.8%	2,497	58.6%	100%
Hickman Mills	48.3%	48.6%	49.7%	51.4%	57.4%	7,250	60.4%	94%
Park Hill	11.5%	11.3%	11.0%	13.6%	14.7%	9,460	16.7%	79%
North Kansas City	20.0%	20.8%	22.6%	23.8%	26.2%	17,003	30.0%	74%
Raytown	24.4%	27.4%	28.4%	30.1%	31.8%	8,570	37.8%	41%
Liberty	13.1%	11.8%	10.7%	11.7%	11.4%	7,640	13.4%	30%
Platte County	11.1%	10.2%	10.5%	12.9%	16.6%	2,316	17.0%	25%
Grandview	41.9%	40.2%	43.1%	41.0%	42.5%	4,229	47.2%	14%
Independence	30.7%	33.6%	33.6%	33.9%	37.7%	11,059	37.5%	2%
Smithville	9.6%	9.2%	7.2%	6.5%	8.1%	15,496	8.4%	2%
Lee's Summit	7.5%	7.5%	7.1%	7.3%	8.7%	1,876	9.9%	2%
Missouri	35.9%	36.6%	37.0%	37.9%	39.4%		40.7%	

* Percentages in 2002.

Source: Missouri Department of Elementary and Secondary Education; School Districts.

- The percentage of students who qualified for free or discounted school lunches has risen up in the last several years.
- The increased percentage reflected the declining economy nationwide and its effect on families with school age children.
- About 80 percent of students in Kansas City, Missouri School District were eligible for free or discounted lunches; about 60 percent of students were eligible in Center and Hickman Mills school districts. All or almost all of the students in these three school districts are living in Kansas City, Missouri.
- About 41 percent of students statewide are qualified for free or reduced-priced lunches in 2004.

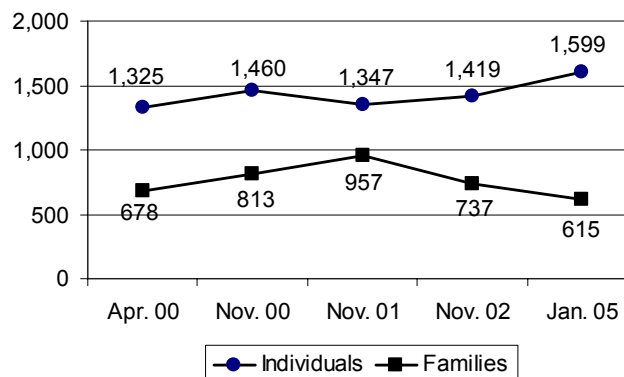
Homelessness. While homeownership indicates wealth, homelessness indicates a lack of individual, family, and community well-being. Many factors contribute to homelessness, including a shortage of affordable housing, lack of social programs, and loss of detoxification beds.

The Homeless Services Coalition of Greater Kansas City conducted points in time counts of homeless persons at places of emergency shelter, transitional housing, permanent supportive housing, and street outreach in April and November 2000, November 2001, November 2002, and January 2005.

The count was a snap shot of the number of homeless individuals and families on a specific day of the year. The counts in 2000 and 2001 included the number of persons on the waiting lists for the transitional housing. The waiting lists have not been included since 2002, as the transitional housing agencies are no longer maintaining the waiting lists. The count in 2005 covered more areas in Jackson County, such as Independence and Blue Springs.

How is the city doing?

Count of Homeless Persons and Families with Children

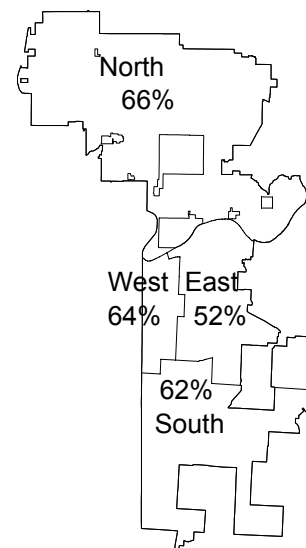
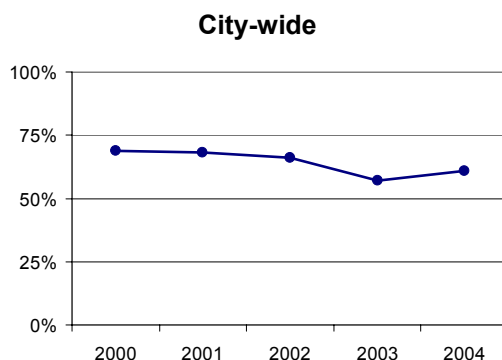


Sources: Homeless Services Coalition of Greater Kansas City, *Kansas City Missouri – Continuum of Care: Gaps Analysis*, 2000, 2001, 2002, 2003.

- Although the number of homeless families is declining, the number of homeless individuals is increasing. Homelessness continues to be a problem.

Employment

I Rate Kansas City as an “Excellent” or “Good” Place to Work



- City-wide, the percentage of respondents who said Kansas City was an “excellent” or “good” place to work increased since 2003.
- More north area respondents felt good about working in Kansas City.

We report unemployment rates and employment growth rates from 1992 through November 2004. The unemployment rate is the number of unemployed as a percent of the civilian labor force. The annual rate is calculated as the average of the monthly unemployment rates during the year. Unemployed persons are all persons who had no employment during the week of the twelfth day of the month, were available for work except for temporary illness, and had made specific efforts to find employment.

The annual employment growth rate is how many more (or fewer, if the rate is negative) individuals living in Kansas City were employed each year.

Why is it important? The city's employment base – measured by the unemployment rate and number of jobs – is directly related to business activity and personal income. A declining employment base indicates that overall economic activity is declining. Unemployment is a serious social concern. Unemployed workers and their families face a declining standard of living and pose an increasing demand on the city's social services infrastructure.

How is the city doing?

KCMO Annual Unemployment Rate (1992-2004)

Year	Average Number of Unemployed Persons per Month	Unemployment rate
1992	14,866	6.2%
1993	15,684	6.6%
1994	13,278	5.5%
1995	13,719	5.4%
1996	12,802	4.9%
1997	12,088	4.7%
1998	12,067	4.7%
1999	10,029	3.9%
2000	10,568	4.0%
2001	14,568	5.4%
2002	18,708	7.1%
2003	19,903	7.4%
2004 thru Nov.	19,491	7.3%

Source: Bureau of Labor Statistics, U.S. Department of Labor.

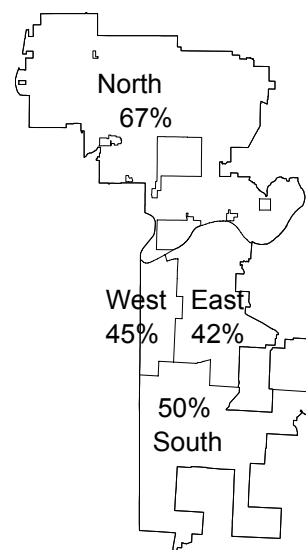
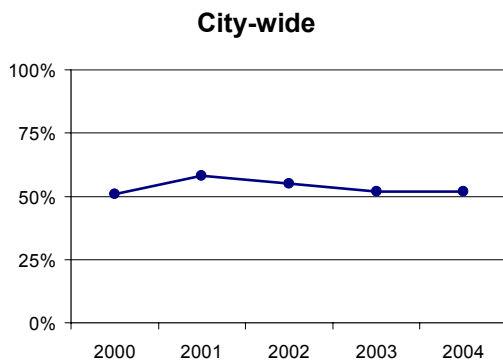
- Unemployment declined in the 1990s, but increased again after 2000.
- Unemployment rates have continued climbing up since 2000 after declining in the 1990s and reached about 7 percent in recent years.

KCMO Annual Employment Growth Rate (1992 – 2004)

Year	Average Number of Employed Persons per Month	Annual Employment Growth Rate
1991	221,250	N/A
1992	223,831	1.2%
1993	221,652	-1.0%
1994	228,259	3.0%
1995	240,720	5.5%
1996	246,620	2.5%
1997	245,935	-0.3%
1998	246,161	0.1%
1999	247,179	0.4%
2000	256,392	3.7%
2001	253,747	-1.0%
2002	245,717	-3.2%
2003	250,517	2.0%
2004 thru Nov	248,477	-0.8%

Source: Bureau of Labor Statistics Data, U.S. Department of Labor.

- Kansas City's employment picture was mixed over the last decade.
- Annual employment growth was flat except for jumps in 1995 and 2000.
- The annual employment growth rates was highest in 1995 (5.5%).
- The second highest growth rate (3.7%) was in 2000.
- The growth rates zigzagged in recent years, reaching its lowest point (-3.2%) in 2002 and rising to 2 percent in 2003.

Education**I Rate Kansas City as an "Excellent" or "Good" Place to Raise Children**

- City-wide, more than half of respondents rated Kansas City as an "excellent" or "good" place to raise children in all five years.
- More north area respondents gave this response.
- About a third (30%) of east area, 28 percent of west area, and 13 percent of north area respondents felt Kansas City was a "below average" place to raise children.

We report educational attainment of Kansas City, Missouri, population over 25 year of age compared to that of the metro area and the U.S. We also report the twelfth grade graduation rates in school districts which are or partially are in Kansas City, Missouri.

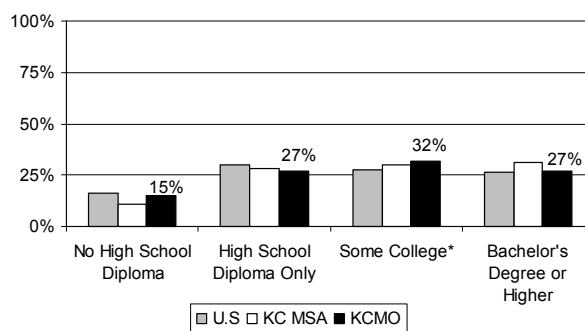
Kansas City, Missouri overlaps with 12 school districts. In some school districts, such as Kansas City, Missouri and Center school districts, all the students are Kansas City, Missouri residents. In some school districts, such as Hickman Mills, Park Hill, and North Kansas City, the majority of their students live in Kansas City, Missouri. Some school districts only have a few students who live in Kansas City, Missouri.

Why is it important? Understanding the state of education provides an insight into the knowledge and skills of city residents as they apply these to improve their quality of life. Individual and community levels of education have a strong positive association with a range of economic and social benefits. Over the long term, poor educational performance at school will tend to make it harder for individuals to achieve good levels of income, with all the implications this has for health, housing quality, participation in community life, and eventually the educational achievement of their own children.

The concept of education includes lifelong acquisition and accumulation of knowledge and skills. An educated population adds to the vibrancy and creativity of a city and is needed to remain competitive in regional, national, and global economies.

How is the city doing? In Kansas City, about 83 percent of the adult population were high school graduates in 2000. This is up from about 79 percent in 1990. More adults had some college education or earned a bachelor's or higher degree in 2000 than in 1990. Census information on educational attainment for the U.S., metropolitan area, and Kansas City are shown below.

**Educational Attainment of Adults
25 Years Old or Over**



* Includes associate degrees.

Source: U.S. Bureau of Census, *Census 2000*.

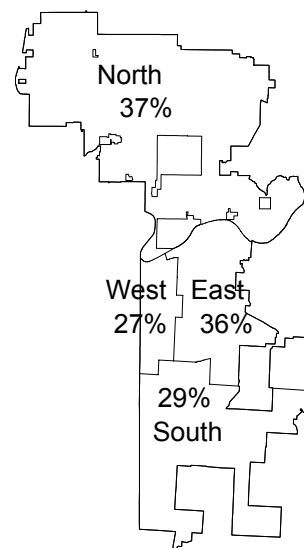
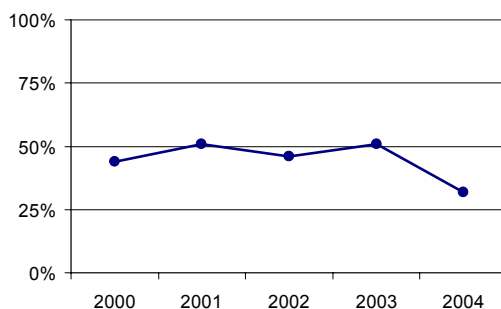
- Compared to the education attainment levels in the nation, Kansas City has fewer adults with and without high school diplomas, but more with at least some college.
- Compared to the metro area, Kansas City has more adults without high school diplomas and fewer with high school diplomas or more education.

High School Graduation Rates by School District

School District	2000	2001	2002	2003	2004	Percent of Students Living in KCMO
Kansas City	59.1%	61.3%	66.8%	65.2%	64.4%	100%
Center	71.9%	77.7%	73.8%	82.7%	78.2%	100%
Hickman Mills	83.0%	84.1%	82.6%	86.3%	82.8%	94%
Park Hill	91.7%	91.1%	91.3%	90.5%	90.8%	79%
North Kansas City	79.8%	83.6%	85.0%	87.8%	89.2%	74%
Raytown	81.8%	80.3%	80.2%	78.2%	79.3%	41%
Liberty	84.6%	82.3%	87.8%	87.1%	89.8%	30%
Platte County	83.7%	86.1%	86.0%	89.8%	93.2%	25%
Grandview	79.3%	80.8%	77.5%	78.4%	82.4%	14%
Independence	73.1%	75.6%	80.5%	85.3%	74.1%	2%
Lee's Summit	82.6%	84.2%	91.4%	90.0%	92.5%	2%
Smithville	86.8%	84.7%	94.0%	90.8%	85.1%	2%
Missouri	80.1%	81.4%	82.4%	84.4%	85.1%	

Sources: Missouri Department of Elementary and Secondary Education; School Districts.

- High school graduation rates have generally increased over the years in most of the 12 school districts.
- The graduation rates in the Kansas City, Center, Hickman Mill, Raytown, Grandview, and Independence school districts are lower than the state rate in 2004.

Health**Satisfaction with Local Public Health Services****City-wide**

- City-wide satisfaction with local public health services declined in 2004.
- Satisfaction with local health services was highest in the north.
- A fourth of west area respondents (24%) responded “don’t know.”
- The lowest percentage of “don’t know” responses was in the east (14%).

We report the percentage of persons in the city with no health insurance, measures of prenatal care, low birth weight, infant mortality rate, and death rates of major causes.

Health insurance. We asked respondents to our previous DirectionFinder surveys how many people in their household were covered by some type of health insurance.

Why is it important? An individual's health is largely dependent on their access to health care.

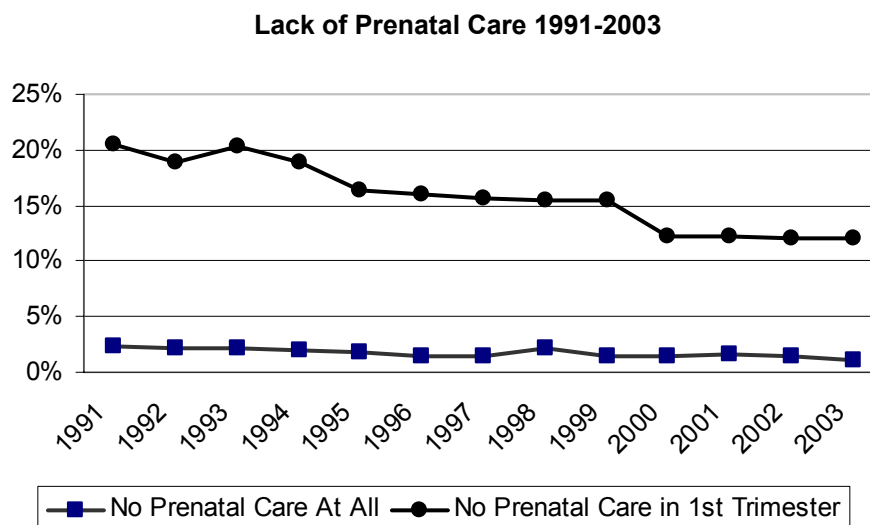
How is the city doing? About 11 percent of the persons in surveyed households had no health insurance in 2001 and 2002, and about 14 percent in 2003.

The Health Department conducted a health assessment survey in Kansas City in the summer of 2004. The survey asked respondents whether they had health insurance and whether anyone in their households did not have health insurance. About 17 percent of respondents did not have health insurance. About 23 percent of the surveyed households had at least one person who was not covered by any health insurance; and over half (51%) of these households had no health insurance.

Prenatal care. Prenatal care means providing care to pregnant women in order to prevent pregnancy-related complications, decrease maternal and prenatal mortality, and lower the chances of birth defects. The Health Department compiles the data according to birth information provided by hospitals.

Why is it important? An individual's health begins before he/she is born. Prenatal care improves chances that mothers and babies will be healthy.

How is the city doing?



Source: Health Department.

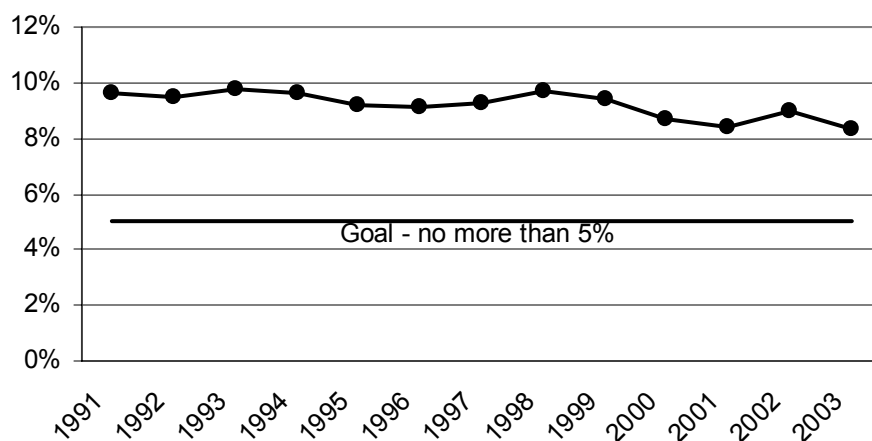
- More women are starting prenatal care during their first trimester and fewer women had no prenatal care at all.

Low birth weight. Low birth weight refers to infants weighing less than 2,500 grams (5.5 pounds) at birth. The Health Department calculates low birth weight as percentage of live births from birth certificates and the information submitted by hospitals.

Why is it important? Low birth weight is associated with infant mortality and related to the mother's economic status, access to health care, and health-related behaviors. The goal of *Healthy People 2010 Objectives for the Greater Kansas Metropolitan Community* is to reduce low birth weight to no more than 5 percent by 2010.

How is the city doing?

Percent of Live Births Weighing Less than 2,500 grams (5.5 lbs)



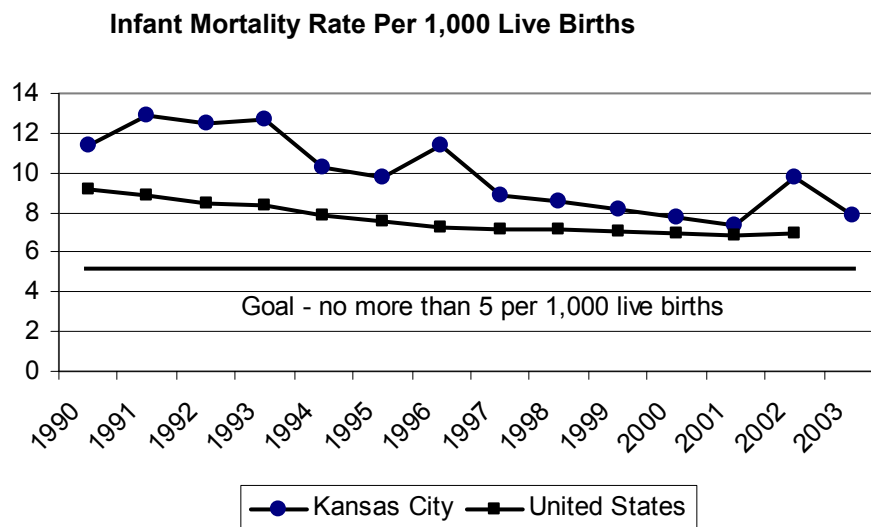
Source: Health Department.

- Low birth weight rates dropped to 8.3 percent in 2003 after it rose in 2002, following the drop in three consecutive years after 1998.

Infant mortality. The infant mortality rate is the number of infant deaths per 1,000 live births in the year.

Why is it important? Infant mortality is also related to the mother's economic status, access to health care, and health related behaviors. The goal of *Healthy People 2010 Objectives for the Greater Kansas Metropolitan Community* is to reduce the infant mortality rate to no more than 5 per 1,000 live births.

How is the city doing?



Source: Health Department.

- Infant mortality rates declined from almost 13 per 1,000 live births in 1991 to 7.9 in 2003.
- Nationally, infant mortality rates have also been declining.
- Kansas City's infant mortality rates are higher than the nation's.

Death rates by major cause. The death rates by major causes are age-adjusted according to the age distribution of the U.S. population in 2000 for the purpose of comparisons across time and with the national rates. The adjusted death rate is the number of deaths per 100,000 population that would be expected if the age composition of the population in Kansas City, Missouri, were the same as that in the United States in 2000. The death rate by unintentional injury excludes deaths by homicides or suicides, but includes deaths caused by motor vehicle crashes. The Health Department compiles the data from vital records.

Why is it important? Diseases and injuries shorten people's lives or damage people's quality of life. Many diseases and accidents are preventable through public health education, healthy behaviors, and early diagnoses and treatment.

How is the city doing?

Age-Adjusted Death Rates (Number Per 100,000 Population) Due to Major Causes, 1990-2003

Major Causes							
Year	Coronary Heart Disease	Cancer	Stroke	Motor Vehicle Crash	AIDS/HIV	Unintentional Injury	Diabetes
1990	257	248.6	71	16.9	17.9	34.4	21
1991	257	244.6	69	17.0	18.7	38.7	25
1992	251	244.4	68	13.8	26.6	34.8	23
1993	245	230.3	74	17.1	27.6	38.5	25
1994	248	230.8	71	11.9	26.4	31.0	30
1995	212	244.2	62	15.7	24.3	36.7	28
1996	224	227.6	66	19.8	17.2	41.5	28
1997	226	220.6	66	16.2	8.8	41.6	29
1998	218	243.3	62	15.0	9.3	43.5	31
1999	206	210.7	64	12.5	6.9	40.2	33
2000	198	214.0	65	12.6	8.4	31.2	31
2001	180	217.0	58	13.8	7.1	41.6	33
2002	161	201.4	66	14.1	4.1	42.7	29
2003	152	250.4	53	13.8	5.5	36.9	33
2002 U.S.	n/a	199.5	56.2	15.7	4.9	36.9	25.4

Source: Health Department.

- Kansas City's deaths due to most major causes are higher than the national average for 2002.
- The three leading causes of death in Kansas City are cancer, coronary heart disease, and stroke.
- Death rates due to these diseases have generally declined over the past decade, but the cancer rate increased in 2003.
- Deaths due to AIDS/HIV have dropped significantly since 1997, but it increased a little in 2003.
- Deaths due to motor vehicle crash and unintentional injury decreased in 2003, but deaths due to diabetes increased slightly.
- Kansas City's age-adjusted death rates are higher than the United States as a whole for about half of the major causes.

Appendix A

2004 Citizen Survey Results

Question	Responses					
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Overall quality of police/fire/ambulance services	12.7%	51.2%	20.0%	6.5%	2.5%	7.1%
Overall quality of city parks and recreation programs and facilities	6.7%	40.3%	29.2%	12.0%	4.0%	7.8%
Overall maintenance of city streets, buildings, and facilities	1.7%	12.4%	19.9%	39.5%	24.9%	1.6%
Overall quality of city water utilities	9.6%	45.2%	25.8%	10.6%	5.0%	3.8%
Overall enforcement of city codes and ordinance	3.1%	23.3%	34.9%	18.1%	9.4%	11.2%
Overall quality of customer service you receive from city employees	5.5%	30.1%	34.0%	15.9%	8.2%	6.2%
Overall effectiveness of city communication with the public	2.7%	25.6%	37.3%	20.3%	8.1%	6.0%
Overall quality of the city's storm water runoff/storm water management system	3.2%	26.1%	29.9%	21.7%	11.9%	7.3%
Overall quality of local public health services	4.3%	27.6%	36.0%	8.3%	3.7%	20.2%
Overall flow of traffic	3.3%	32.7%	31.1%	22.2%	8.0%	2.6%
Overall quality of airport facilities	13.8%	49.4%	21.4%	4.9%	2.2%	8.3%
Overall quality of city convention facilities	6.0%	34.5%	33.1%	6.4%	2.6%	17.5%

Question	Responses					
Which three of these items do you think should receive the most emphasis from city leaders over the next two years	1 st most emphasis	2 nd most emphasis	3 rd most emphasis	All 3 choices combined		
Maintenance	50.4%	19.0%	7.7%	77.1%		
None selected	7.2%	10.3%	14.7%	32.2%		
Police, fire and ambulance	14.6%	8.9%	6.8%	30.3%		
Traffic flow	4.8%	11.7%	12.7%	29.2%		
Storm water	5.4%	10.6%	9.4%	25.4%		
Codes and ordinances	4.3%	8.8%	7.6%	20.7%		
Communication	2.4%	5.9%	10.3%	18.6%		
Customer services	2.8%	6.6%	8.0%	17.4%		
Parks and recreation	2.6%	6.7%	6.8%	16.1%		
Water	2.0%	5.0%	4.9%	11.9%		
Public health	2.3%	3.5%	5.7%	11.5%		
Convention facilities	0.7%	1.8%	3.7%	6.2%		
Airport	0.4%	1.1%	1.7%	3.2%		
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Overall quality of services provided by the City of Kansas City, Missouri	3.1%	38.0%	36.2%	15.3%	4.2%	3.3%
Overall value that you receive for your city tax dollars and fees	1.8%	20.4%	29.5%	30.9%	14.2%	3.1%
Overall image of the city	3.9%	32.1%	33.4%	23.4%	4.6%	2.6%
How well the city is planning growth	3.3%	22.3%	32.2%	25.4%	9.6%	7.2%
Overall quality of life in the city	5.8%	46.3%	28.7%	13.0%	3.7%	2.5%
Overall feeling of safety in the city	2.7%	29.8%	29.2%	25.9%	10.8%	1.6%
Overall quality of local police protection	7.7%	45.8%	25.9%	11.8%	4.1%	4.7%
The visibility of police in neighborhoods	6.2%	32.0%	27.6%	24.6%	7.1%	2.5%

Question	Responses					
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
The visibility of police in retail area	4.1%	32.4%	35.0%	18.9%	4.1%	5.5%
The city's overall efforts to prevent crime	3.6%	30.8%	33.9%	18.9%	6.6%	6.2%
Enforcement of local traffic laws	5.3%	37.1%	29.4%	15.8%	6.3%	6.1%
Overall quality of local fire protection and rescue services	16.8%	53.4%	17.8%	1.6%	0.7%	9.7%
Quality of local ambulance service	11.6%	40.4%	25.2%	3.5%	1.9%	17.3%
How quickly public safety personnel respond to emergencies	10.3%	36.5%	25.5%	8.5%	3.4%	15.9%
Quality of animal control	4.1%	27.5%	31.1%	15.4%	8.8%	13.1%
City efforts to enhance fire protection	6.8%	35.6%	32.4%	4.4%	1.5%	19.3%
The city's municipal court	3.1%	19.5%	35.2%	8.9%	5.6%	27.6%
Maintenance of city parks	5.4%	39.3%	29.2%	13.1%	3.9%	9.1%
Maintenance of boulevards and parkways	5.1%	39.4%	27.5%	18.4%	4.6%	5.0%
The location of city parks	6.3%	41.3%	29.7%	11.6%	3.5%	7.6%
Walking and biking trails in the city	5.0%	25.5%	29.0%	18.0%	7.9%	14.6%
Maintenance of city community centers	3.1%	20.2%	35.2%	9.0%	3.4%	29.1%
City swimming pools and programs	1.9%	14.9%	30.6%	12.8%	6.3%	33.4%
City golf courses	4.1%	22.2%	31.7%	4.1%	2.0%	36.0%

Question	Responses					
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Outdoor athletic fields (baseball, soccer, and flag football)	3.4%	22.6%	32.4%	7.8%	3.4%	30.5%
The city's youth athletic programs	2.6%	15.7%	31.3%	8.1%	3.4%	38.9%
The city's adult athletic programs	2.0%	13.7%	32.8%	7.4%	3.1%	40.9%
Other city recreation programs, such as classes, trips, and special events	1.9%	13.9%	34.2%	6.8%	3.1%	40.2%
Ease of registering for programs	2.0%	13.6%	33.8%	6.1%	3.4%	41.1%
The reasonableness of fees charged for recreation programs	2.0%	15.8%	32.7%	6.4%	3.6%	39.5%
The availability of information about city programs and services	2.5%	24.8%	31.8%	23.8%	7.5%	9.6%
City efforts to keep you informed about local issues	2.6%	25.7%	32.0%	26.1%	8.1%	5.5%
The level of public involvement in local decision making	1.5%	15.3%	32.1%	28.4%	12.0%	10.6%
Overall quality of leadership provided by the city's elected officials	1.7%	20.3%	33.1%	26.0%	12.5%	6.4%
Overall effectiveness of appointed boards and commissions	1.3%	14.6%	35.2%	23.9%	11.4%	13.6%
Overall effectiveness of the city manager and appointed staff	3.3%	20.8%	35.2%	18.8%	9.6%	12.3%

Question	Responses					
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Maintenance of city streets	1.9%	17.8%	15.9%	37.5%	24.5%	2.5%
Maintenance of street in YOUR neighborhood	3.3%	25.7%	19.0%	30.3%	20.0%	1.7%
The smoothness of city streets	1.2%	10.8%	17.4%	41.1%	26.6%	2.9%
Condition of sidewalks in the city	1.3%	14.9%	26.6%	31.9%	18.1%	7.2%
Maintenance of street signs	3.3%	37.6%	35.8%	13.7%	6.1%	3.5%
Maintenance of traffic signals	4.3%	43.3%	32.3%	10.3%	5.2%	4.6%
Maintenance and preservation of downtown KCMO	2.3%	18.4%	31.0%	24.0%	14.0%	10.3%
Maintenance of city buildings, such as city hall	3.6%	30.7%	37.3%	8.0%	3.2%	17.1%
Snow removal on major city streets during the past 12 months	9.2%	45.2%	22.2%	12.2%	8.0%	3.2%
Snow removal on streets in residential areas during the past 12 months	5.4%	29.0%	21.4%	24.3%	16.5%	3.5%
Mowing and tree trimming along city streets and other public areas	4.0%	32.4%	26.3%	22.0%	11.3%	3.9%
Overall cleanliness of city streets and other public areas	2.7%	27.1%	30.1%	26.2%	11.1%	2.8%
Overall quality of trash collection services	12.4%	46.3%	18.8%	10.7%	8.6%	3.1%
Adequacy of city street lighting	10.8%	46.0%	23.8%	11.3%	4.8%	3.3%

Question	Responses					
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Timeliness of the removal of abandoned cars from public property	2.4%	17.2%	26.6%	17.2%	11.6%	25.0%
Enforcing the clean up of litter and debris on private property	1.8%	14.3%	25.5%	26.2%	15.7%	16.4%
Enforcing the mowing and cutting of weeds on private property	1.6%	14.1%	25.2%	26.3%	16.4%	16.4%
Enforcing the maintenance of residential property	1.8%	16.4%	30.3%	21.8%	13.5%	16.2%
Enforcing the exterior maintenance of business property	2.0%	17.7%	34.5%	18.2%	7.8%	19.8%
Enforcing codes designed to protect public safety and public health	2.4%	21.3%	35.0%	12.9%	6.8%	21.6%
Enforcing sign regulations	2.5%	21.3%	36.1%	10.4%	5.6%	24.1%
Enforcing and prosecuting illegal dumping activities	1.9%	11.6%	23.3%	24.9%	17.3%	21.0%
Enforcing equal opportunity among all citizens	3.7%	22.7%	31.2%	11.2%	8.7%	22.4%
During the past 12 months, approximately how many times did you or other members of your household visit <u>any parks in KCMO</u>	At least once a week	A few times a month	Monthly	Less than once a month	Seldom or never	
	11.3%	17.9%	12.8%	27.3%	30.7%	
How would you rate KCMO as a place to live	Excellent	Good	Neutral	Below average	Poor	Don't know
	16.0%	55.0%	16.7%	9.3%	2.2%	0.9%
How would you rate KCMO as a place to raise children	11.0%	40.5%	19.8%	16.2%	7.5%	5.0%

Question	Responses					
	Excellent	Good	Neutral	Below average	Poor	Don't know
How would you rate KCMO as a place to work	10.9%	49.8%	22.2%	10.7%	3.5%	2.8%
	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't know
How safe do you feel at home during the day	24.1%	55.3%	14.2%	4.3%	0.9%	1.1%
How safe do you feel at home at night	14.5%	50.8%	19.9%	10.6%	3.1%	1.2%
How safe do you feel in your neighborhood during the day	21.9%	53.4%	16.5%	5.8%	1.4%	1.1%
How safe do you feel in your neighborhood at night	11.3%	41.9%	24.7%	15.5%	5.1%	1.6%
How safe do you feel in city parks during the day	5.7%	33.8%	30.0%	15.3%	4.4%	10.9%
How safe do you feel in city parks at night	0.9%	4.4%	18.0%	35.2%	27.0%	14.3%
	Own	Rent	No answer			
Do you own or rent your current residence	81.6%	16.0%	2.4%			
	Asian or Pacific Islander	White	American Indian or Eskimo	Black or African American	Other	
Which of the following best describes your race/ethnicity	1.2%	63.5%	0.4%	28.6%	6.2%	
	Yes	No	Declined			
Are you or any other members of your household of Hispanic, Latino, or other Spanish ancestry	5.7%	91.2%	3.1%			

2004 Citizen Survey Results

Question	Responses				
	Under \$30,000	\$30,000 to \$59,999	\$60,000 to \$99,999	More than \$100,000	Declined
Would you say your total annual household income is	27.3%	29.6%	21.8%	12.0%	9.4%
	Male	Female			
Your gender is	52.6%	47.4%			

Appendix B

2004 Citizen Survey Methodology and Results by Geographic Area

Methodology for Identifying Geographic Areas

The current configurations of council districts do not reflect distinct geographic areas of the city. For example, two council districts include areas both north and south of the Missouri River. Therefore, we divided the city into four areas: north, south, east, and west, based on the following criteria:

- Geographically different
- Approximately similar number of residents
- Approximately same number of survey respondents

North: The north area includes all zip codes located in the Kansas City area north of the Missouri River. It contains about 27 percent of the city's population and 30 percent of the survey respondents.

South: The south area contains 11 zip codes, and is located in the area from Gregory/63rd Street (excluding Raytown), to the city's south border. It has 27 percent of the city's total population and 29 percent of the survey respondents.

East: The east area contains 11 zip codes and is located in the area from the Missouri River on the north to Gregory/63rd on the south (excluding Raytown); from Woodland/Prospect on the west to the city's east border. It contains 28 percent of the city's total population and 23 percent of the survey respondents.

West: The west area contains 10 zip codes and is bordered by the Missouri River on the north, Gregory and 63rd on the south, State Line on the west, and Woodland/Prospect on the east. It includes 19 percent of the city's total population and 19 percent of the survey respondents.

The zip codes included in each geographical area, their total population, the number of survey respondents, and the margin of error of the results are shown below. A map of the areas follows.

Geographical Areas by Zip Code

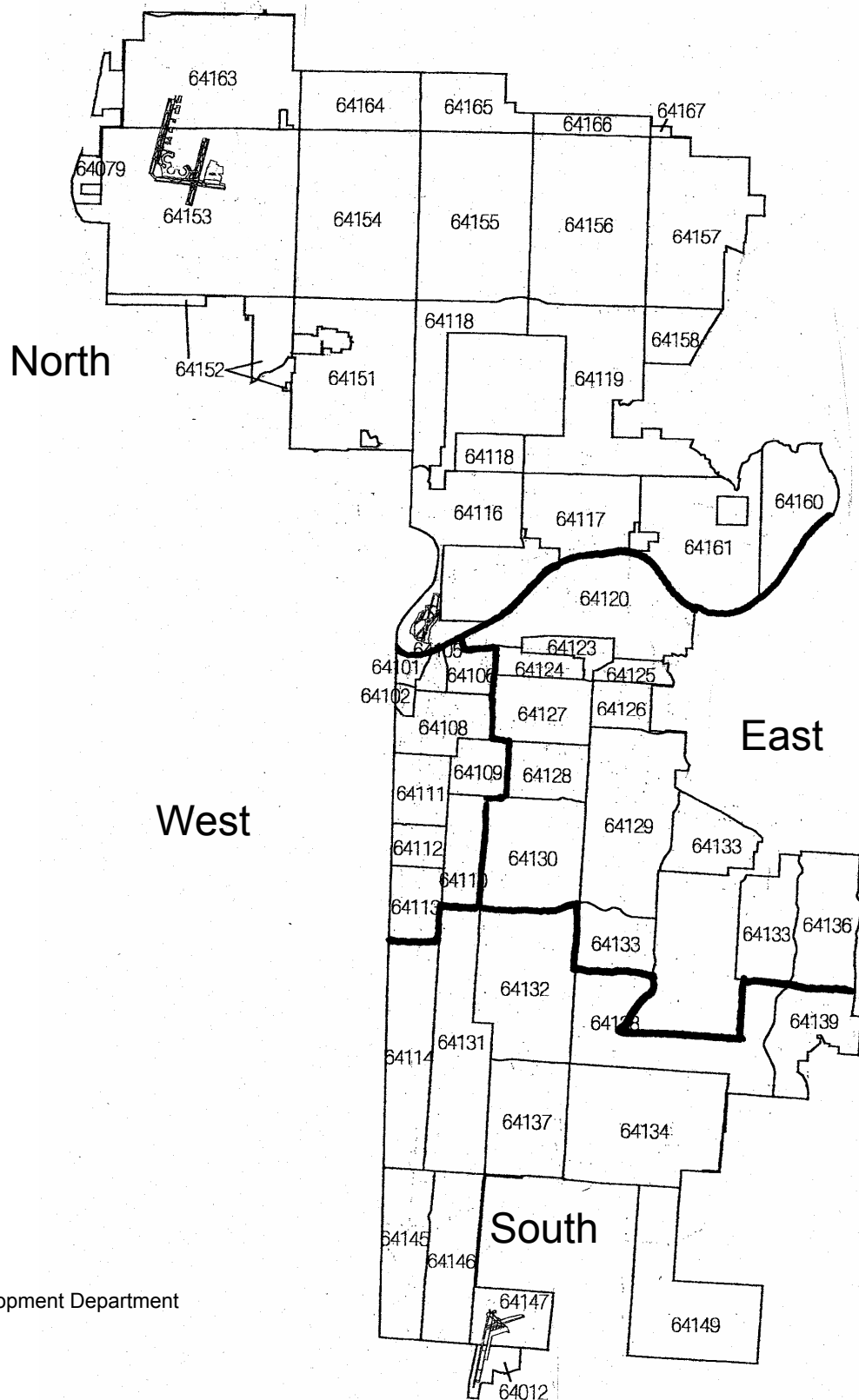
Area	Zip Codes	Population	Survey Respondents	Margin of Error *
North	64116, 64117, 64118, 64119, 64151, 64152, 64153, 64154, 64155, 64156, 64157, 64158, 64160, 64161, 64163, 64164, 64165, 64166, 64167	118,497 (26.9%)	1,095 (29.9%)	+/- 2.95%
South	64114, 64131, 64132, 64134, 64137, 64138, 64139, 64145, 64146, 64147, 64149	117,868 (26.7%)	1,047 (28.6%)	+/- 3.02%
East	64120, 64123, 64124, 64125, 64126, 64127, 64128, 64129, 64130, 64133, 64136	121,607 (27.6%)	832 (22.7%)	+/- 3.39%
West	64101, 64102, 64105, 64106, 64108, 64109, 64110, 64111, 64112, 64113	83,235 (18.9%)	690 (18.8%)	+/- 3.72%
City-wide		441,207	3,664 ³³	+/- 1.57%

* 95% confidence, p=50%

Source: City Development Department; ETC Institute 2004 DirectionFinder Survey.

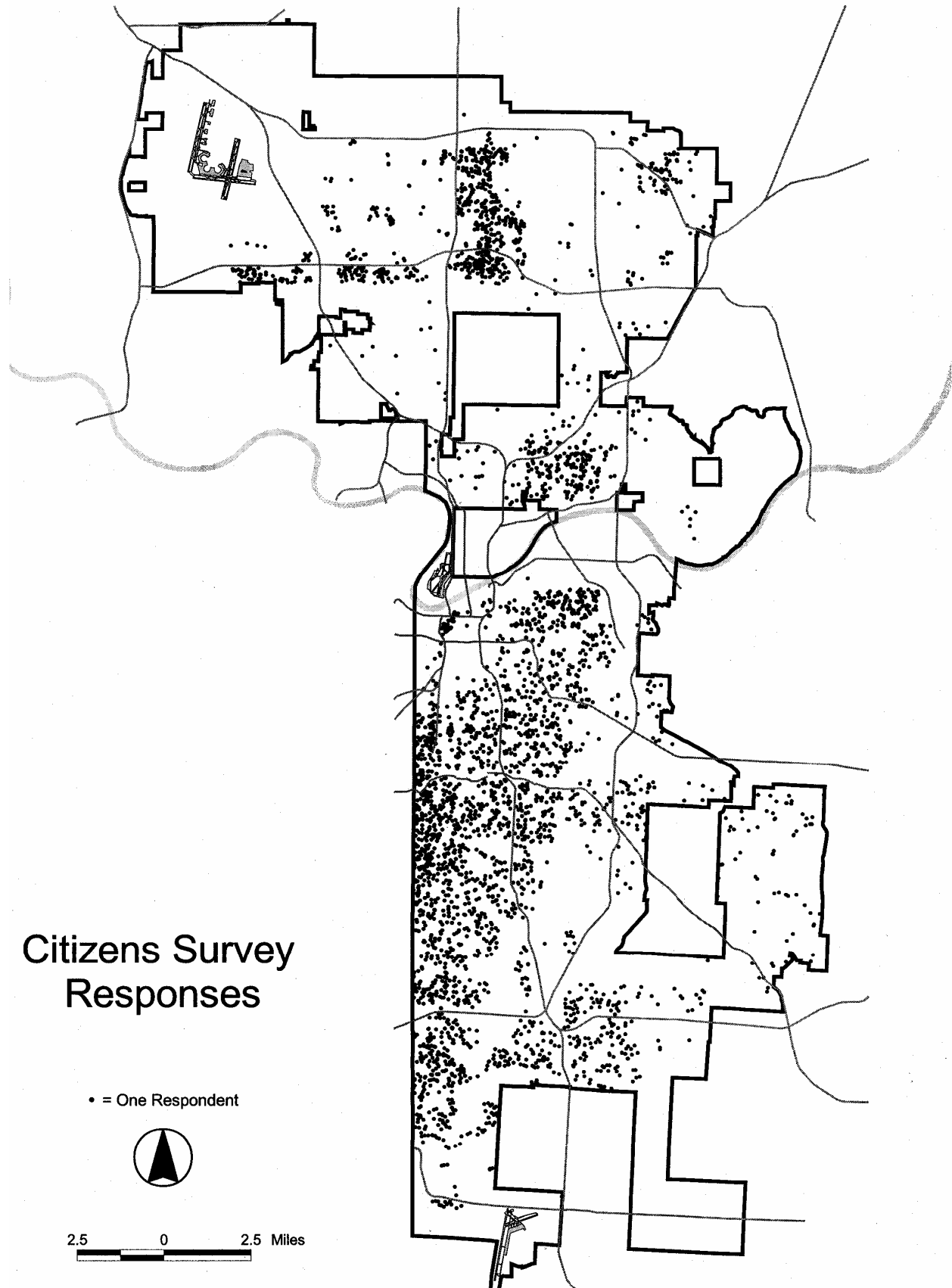
³³ Surveys were received from 3,838 households, however, 174 surveys did not include the information necessary to graph their location.

City Map with Four Geographical Areas Identified



Source: City Development Department

The survey responses are graphically shown on the next page, followed by a table of the responses by area.



Prepared By: City Planning & Development Department of the City of Kansas City, MO

Question/responses	North	South	East	West
Overall quality of police/fire/ambulance services				
Very satisfied/satisfied	66.2%	66.6%	60.6%	63.9%
Neutral	17.5%	20.5%	21.2%	20.3%
Very dissatisfied/dissatisfied	7.9%	6.0%	13.7%	7.7%
Don't know	8.4%	6.9%	4.5%	8.1%
Overall quality of city parks and recreation programs and facilities				
Very satisfied/satisfied	49.5%	46.4%	40.7%	55.1%
Neutral	28.2%	29.2%	32.2%	26.4%
Very dissatisfied/dissatisfied	14.0%	16.3%	18.8%	13.2%
Don't know	8.2%	8.2%	8.2%	5.4%
Overall maintenance of city streets, buildings, and facilities				
Very satisfied/satisfied	15.4%	12.8%	17.5%	11.7%
Neutral	22.7%	17.8%	19.4%	19.4%
Very dissatisfied/dissatisfied	60.6%	67.7%	60.9%	67.8%
Don't know	1.2%	1.7%	2.2%	1.0%
Overall quality of city water utilities				
Very satisfied/satisfied	61.0%	56.3%	48.8%	55.7%
Neutral	24.8%	25.8%	26.9%	24.2%
Very dissatisfied/dissatisfied	11.2%	14.9%	20.4%	14.5%
Don't know	3.0%	3.0%	4.0%	5.5%
Overall enforcement of city codes and ordinance				
Very satisfied/satisfied	30.6%	24.5%	26.0%	25.2%
Neutral	36.8%	35.6%	31.4%	35.5%
Very dissatisfied/dissatisfied	22.1%	27.3%	34.8%	26.1%
Don't know	10.5%	12.5%	7.9%	13.2%
Overall quality of customer service you receive from city employees				
Very satisfied/satisfied	35.2%	35.2%	39.7%	35.1%
Neutral	34.8%	34.5%	34.1%	32.3%
Very dissatisfied/dissatisfied	24.1%	24.2%	21.1%	25.1%
Don't know	5.9%	6.1%	5.1%	7.5%
Overall effectiveness of city communication with the public				
Very satisfied/satisfied	30.6%	30.1%	27.3%	27.5%
Neutral	37.5%	36.9%	35.6%	39.4%
Very dissatisfied/dissatisfied	26.5%	28.0%	29.7%	26.7%
Don't know	5.4%	5.0%	7.4%	6.4%
Overall quality of the city's storm water runoff/storm water management system				
Very satisfied/satisfied	36.8%	26.0%	27.9%	25.8%
Neutral	32.0%	29.1%	30.9%	27.5%
Very dissatisfied/dissatisfied	23.3%	38.0%	34.0%	40.1%
Don't know	7.9%	6.9%	7.2%	6.5%

* Shaded figures indicate significant differences between each area and all three areas combined.

Question/responses	North	South	East	West
Overall quality of local public health services				
Very satisfied/satisfied	36.6%	28.6%	36.2%	27.1%
Neutral	35.9%	35.8%	35.3%	36.7%
Very dissatisfied/dissatisfied	8.0%	12.6%	14.5%	12.2%
Don't know	19.5%	23.0%	14.0%	24.1%
Overall flow of traffic				
Very satisfied/satisfied	32.9%	39.5%	35.9%	39.1%
Neutral	30.7%	28.7%	32.5%	32.0%
Very dissatisfied/dissatisfied	34.4%	29.7%	28.1%	26.4%
Don't know	2.0%	2.1%	3.5%	2.5%
Overall quality of airport facilities				
Very satisfied/satisfied	72.9%	62.4%	53.0%	67.4%
Neutral	17.8%	21.9%	25.2%	18.4%
Very dissatisfied/dissatisfied	5.1%	7.3%	7.9%	7.7%
Don't know	4.2%	8.4%	13.9%	6.5%
Overall quality of city convention facilities				
Very satisfied/satisfied	45.2%	39.6%	38.5%	40.3%
Neutral	31.0%	32.6%	35.6%	31.2%
Very dissatisfied/dissatisfied	7.4%	10.6%	9.2%	8.1%
Don't know	16.4%	17.2%	16.7%	20.4%
Which three of these items do you think should receive the most emphasis from city leaders over the next two years				
1st most emphasis				
Police, fire and ambulance	15.7%	13.8%	16.1%	11.9%
Parks and recreation	3.3%	2.1%	2.3%	2.8%
Maintenance	54.3%	54.3%	38.7%	52.2%
Water	1.8%	1.7%	2.9%	1.6%
Codes and ordinances	2.9%	3.1%	7.7%	4.5%
Customer services	2.8%	2.8%	3.2%	2.2%
Communication	1.8%	2.6%	2.3%	2.6%
Storm water	3.9%	5.4%	5.5%	8.0%
Public health	1.5%	2.8%	2.6%	2.9%
Traffic flow	7.3%	4.4%	2.3%	4.8%
Airport	0.5%	0.6%	0.4%	0.3%
Convention facilities	0.8%	1.1%	0.5%	0.4%
Don't know	3.2%	5.3%	15.5%	5.9%

* Shaded figures indicate significant differences between each area and all three areas combined.

Question/responses	North	South	East	West
2nd most				
Police, fire and ambulance	9.1%	9.6%	8.7%	8.6%
Parks and recreation	6.4%	6.3%	6.5%	7.4%
Maintenance	18.0%	18.9%	18.6%	21.3%
Water	5.6%	4.0%	4.8%	5.2%
Codes and ordinances	7.0%	10.1%	10.0%	8.1%
Customer services	8.5%	5.9%	5.6%	6.5%
Communication	6.5%	5.7%	5.8%	5.5%
Storm water	8.9%	11.8%	9.1%	13.8%
Public health	3.2%	3.8%	4.0%	3.5%
Traffic flow	17.4%	11.5%	7.0%	8.4%
Airport	1.2%	1.4%	0.8%	0.9%
Convention facilities	2.0%	1.8%	1.3%	2.0%
3rd most				
Police, fire and ambulance	7.7%	6.4%	6.7%	6.5%
Parks and recreation	7.0%	8.2%	4.3%	7.5%
Maintenance	7.9%	7.0%	7.1%	9.0%
Water	4.9%	5.4%	4.2%	4.2%
Codes and ordinances	6.1%	8.4%	7.7%	9.3%
Customer services	8.2%	7.4%	6.6%	9.3%
Communication	11.4%	9.7%	10.5%	8.4%
Storm water	8.2%	9.3%	9.5%	11.7%
Public health	4.7%	7.7%	4.9%	4.6%
Traffic flow	17.8%	11.7%	10.9%	9.9%
Airport	1.6%	1.7%	1.7%	2.0%
Convention facilities	3.7%	3.8%	3.2%	4.5%
Overall quality of services provided by the city of Kansas City, Missouri				
Very satisfied/satisfied	45.7%	41.7%	38.0%	40.2%
Neutral	34.6%	36.4%	37.2%	36.4%
Very dissatisfied/dissatisfied	16.7%	18.3%	20.8%	21.3%
Don't know	3.0%	3.6%	4.0%	2.0%
Overall value that you receive for your city tax dollars and fees				
Very satisfied/satisfied	24.1%	21.0%	22.2%	23.7%
Neutral	30.5%	29.5%	28.5%	30.8%
Very dissatisfied/dissatisfied	42.6%	46.2%	45.9%	42.7%
Don't know	2.7%	3.2%	3.3%	2.9%
Overall image of the city				
Very satisfied/satisfied	37.4%	34.7%	35.4%	41.0%
Neutral	33.8%	33.7%	32.6%	31.3%
Very dissatisfied/dissatisfied	26.8%	29.1%	28.2%	25.9%
Don't know	1.9%	2.5%	3.9%	1.9%

* Shaded figures indicate significant differences between each area and all three areas combined.

Question/responses	North	South	East	West
How well the city is planning for growth				
Very satisfied/satisfied	24.7%	24.1%	29.5%	28.3%
Neutral	33.6%	30.7%	33.9%	30.2%
Very dissatisfied/dissatisfied	35.9%	36.8%	28.8%	35.0%
Don't know	5.8%	8.5%	7.7%	6.5%
Overall quality of life in the city				
Very satisfied/satisfied	58.4%	52.9%	38.9%	62.1%
Neutral	28.7%	27.5%	30.9%	26.2%
Very dissatisfied/dissatisfied	11.1%	17.5%	25.8%	10.2%
Don't know	1.7%	2.1%	4.3%	1.6%
Overall feeling of safety in the city				
Very satisfied/satisfied	41.2%	30.0%	21.6%	38.9%
Neutral	31.1%	28.6%	27.3%	29.0%
Very dissatisfied/dissatisfied	26.4%	39.9%	49.2%	30.5%
Don't know	1.3%	1.5%	1.9%	1.6%
Overall quality of local police protection				
Very satisfied/satisfied	58.0%	57.4%	45.2%	54.9%
Neutral	25.0%	25.7%	28.4%	24.5%
Very dissatisfied/dissatisfied	13.1%	12.4%	22.7%	14.2%
Don't know	3.9%	4.5%	3.6%	6.4%
The visibility of police in neighborhood				
Very satisfied/satisfied	41.9%	39.7%	35.3%	37.4%
Neutral	27.1%	29.4%	25.3%	28.8%
Very dissatisfied/dissatisfied	28.8%	28.7%	37.7%	30.9%
Don't know	2.2%	2.2%	1.8%	2.9%
The visibility of police in retail area				
Very satisfied/satisfied	39.9%	37.8%	33.8%	36.6%
Neutral	32.7%	36.0%	35.7%	36.2%
Very dissatisfied/dissatisfied	23.6%	20.9%	25.0%	19.9%
Don't know	3.8%	5.4%	5.4%	7.3%
The city's overall efforts to prevent crime				
Very satisfied/satisfied	39.6%	33.8%	30.9%	34.2%
Neutral	34.7%	35.0%	30.6%	36.1%
Very dissatisfied/dissatisfied	21.6%	24.6%	31.5%	22.3%
Don't know	4.1%	6.5%	7.0%	7.4%
Enforcement of local traffic laws				
Very satisfied/satisfied	48.2%	40.8%	42.1%	38.6%
Neutral	28.1%	29.5%	30.8%	30.4%
Very dissatisfied/dissatisfied	20.3%	23.6%	20.5%	23.6%
Don't know	3.4%	6.1%	6.6%	7.4%

* Shaded figures indicate significant differences between each area and all three areas combined.

Question/responses	North	South	East	West
Overall quality of local fire protection and rescue services				
Very satisfied/satisfied	69.9%	70.5%	72.0%	69.0%
Neutral	18.5%	16.9%	18.5%	17.2%
Very dissatisfied/dissatisfied	2.6%	1.7%	2.7%	1.6%
Don't know	9.0%	10.9%	6.9%	12.2%
Quality of local ambulance service				
Very satisfied/satisfied	50.5%	51.8%	58.2%	50.4%
Neutral	28.5%	22.8%	24.5%	23.2%
Very dissatisfied/dissatisfied	5.1%	5.1%	6.0%	4.5%
Don't know	15.8%	20.3%	11.2%	21.9%
How quickly public safety personnel respond to emergencies				
Very satisfied/satisfied	45.6%	47.2%	51.6%	45.9%
Neutral	25.3%	26.3%	23.5%	26.1%
Very dissatisfied/dissatisfied	12.0%	9.2%	15.4%	9.7%
Don't know	17.2%	17.4%	9.5%	18.3%
Quality of animal control				
Very satisfied/satisfied	33.2%	32.2%	31.6%	30.1%
Neutral	32.3%	32.0%	28.2%	32.9%
Very dissatisfied/dissatisfied	20.9%	20.9%	33.6%	20.1%
Don't know	13.6%	15.0%	6.6%	16.8%
City efforts to enhance fire protection				
Very satisfied/satisfied	40.8%	42.8%	49.5%	37.8%
Neutral	35.9%	30.6%	28.6%	33.5%
Very dissatisfied/dissatisfied	5.5%	5.1%	8.7%	3.5%
Don't know	17.8%	21.6%	13.2%	25.2%
The city's municipal court				
Very satisfied/satisfied	20.9%	21.8%	28.7%	21.3%
Neutral	37.6%	34.0%	35.0%	32.6%
Very dissatisfied/dissatisfied	10.8%	14.8%	17.1%	14.8%
Don't know	30.7%	29.4%	19.2%	31.3%
Maintenance of city parks				
Very satisfied/satisfied	44.7%	44.4%	40.5%	53.4%
Neutral	28.8%	29.9%	30.6%	25.4%
Very dissatisfied/dissatisfied	14.9%	17.0%	19.2%	16.4%
Don't know	11.7%	8.6%	9.7%	4.8%
Maintenance of boulevards and parkways				
Very satisfied/satisfied	41.0%	46.0%	41.5%	54.5%
Neutral	31.0%	26.6%	29.8%	19.3%
Very dissatisfied/dissatisfied	22.2%	23.3%	22.9%	22.9%
Don't know	5.9%	4.1%	5.8%	3.3%

* Shaded figures indicate significant differences between each area and all three areas combined.

Question/responses	North	South	East	West
The location of city parks				
Very satisfied/satisfied	37.5%	51.5%	45.2%	64.2%
Neutral	32.0%	28.5%	32.9%	23.7%
Very dissatisfied/dissatisfied	21.6%	13.5%	13.0%	7.8%
Don't know	8.9%	6.5%	8.9%	4.4%
Walking and biking trails in the city				
Very satisfied/satisfied	21.7%	36.3%	24.4%	45.1%
Neutral	31.2%	26.4%	33.6%	23.1%
Very dissatisfied/dissatisfied	31.4%	22.1%	25.0%	22.8%
Don't know	15.6%	15.1%	17.0%	9.0%
Maintenance of city community centers				
Very satisfied/satisfied	22.9%	22.7%	28.8%	19.9%
Neutral	38.7%	32.9%	33.4%	35.1%
Very dissatisfied/dissatisfied	11.1%	11.4%	16.1%	9.7%
Don't know	27.3%	33.0%	21.8%	35.4%
City swimming pools and programs				
Very satisfied/satisfied	18.5%	15.0%	20.3%	13.9%
Neutral	31.1%	30.7%	31.2%	29.0%
Very dissatisfied/dissatisfied	17.6%	17.7%	23.2%	16.8%
Don't know	32.8%	36.5%	25.3%	40.3%
City golf courses				
Very satisfied/satisfied	28.5%	29.3%	22.9%	25.1%
Neutral	32.4%	29.9%	34.1%	29.7%
Very dissatisfied/dissatisfied	5.8%	5.2%	6.5%	5.8%
Don't know	33.3%	35.7%	36.4%	39.4%
Outdoor athletic fields (baseball, soccer, and flag football)				
Very satisfied/satisfied	29.7%	26.3%	26.2%	22.0%
Neutral	32.8%	30.9%	34.8%	30.4%
Very dissatisfied/dissatisfied	10.4%	9.1%	14.0%	9.6%
Don't know	27.1%	33.7%	25.0%	38.0%
The city's youth athletic programs				
Very satisfied/satisfied	18.8%	17.0%	22.9%	14.9%
Neutral	34.8%	29.2%	31.9%	28.3%
Very dissatisfied/dissatisfied	8.1%	10.2%	17.5%	8.7%
Don't know	38.2%	43.5%	27.7%	48.1%
The city's adult athletic programs				
Very satisfied/satisfied	16.7%	15.4%	19.8%	11.2%
Neutral	35.8%	30.4%	33.4%	30.7%
Very dissatisfied/dissatisfied	7.4%	9.5%	15.5%	8.8%
Don't know	40.0%	44.7%	31.3%	49.3%

* Shaded figures indicate significant differences between each area and all three areas combined.

Question/responses	North	South	East	West
Other city recreation programs, such as classes, trips, and special events				
Very satisfied/satisfied	15.5%	14.6%	21.0%	12.8%
Neutral	38.3%	32.8%	34.2%	29.4%
Very dissatisfied/dissatisfied	6.9%	8.9%	14.4%	8.1%
Don't know	39.3%	43.8%	30.4%	49.7%
Ease of registering for programs				
Very satisfied/satisfied	15.8%	15.9%	18.0%	13.2%
Neutral	36.7%	31.8%	36.4%	28.4%
Very dissatisfied/dissatisfied	5.9%	8.0%	15.6%	8.3%
Don't know	41.6%	44.3%	30.0%	50.1%
The reasonableness of fees charged for recreation programs				
Very satisfied/satisfied	16.7%	19.6%	19.6%	17.0%
Neutral	36.2%	30.1%	35.1%	27.2%
Very dissatisfied/dissatisfied	8.1%	7.8%	16.4%	6.5%
Don't know	39.1%	42.6%	28.9%	49.3%
The availability of information about city programs and services				
Very satisfied/satisfied	25.4%	27.4%	29.5%	30.0%
Neutral	34.1%	30.9%	28.1%	34.5%
Very dissatisfied/dissatisfied	31.4%	31.4%	33.1%	26.9%
Don't know	9.1%	10.3%	9.3%	8.6%
City efforts to keep you informed about local issues				
Very satisfied/satisfied	27.9%	28.8%	29.2%	29.9%
Neutral	34.9%	30.4%	29.6%	33.6%
Very dissatisfied/dissatisfied	32.5%	36.1%	34.5%	31.3%
Don't know	4.7%	4.7%	6.7%	5.2%
The level of public involvement in local decision making				
Very satisfied/satisfied	15.6%	15.8%	19.2%	18.8%
Neutral	34.5%	34.2%	29.0%	31.0%
Very dissatisfied/dissatisfied	39.1%	40.2%	40.8%	40.0%
Don't know	10.8%	9.9%	11.0%	10.1%
Overall quality of leadership provided by the city's elected officials				
Very satisfied/satisfied	20.8%	21.4%	23.7%	24.9%
Neutral	35.9%	32.1%	29.8%	35.1%
Very dissatisfied/dissatisfied	36.7%	41.1%	39.9%	34.2%
Don't know	6.6%	5.4%	6.6%	5.8%
Overall effectiveness of appointed boards and commissions				
Very satisfied/satisfied	15.3%	14.7%	18.6%	17.0%
Neutral	37.0%	35.6%	33.6%	35.1%
Very dissatisfied/dissatisfied	35.7%	35.7%	35.0%	31.6%
Don't know	12.0%	14.1%	12.8%	16.4%

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Question/responses	North	South	East	West
Overall effectiveness of the city manager and appointed staff				
Very satisfied/satisfied	21.3%	23.7%	25.5%	29.4%
Neutral	38.1%	37.3%	32.5%	32.0%
Very dissatisfied/dissatisfied	28.7%	27.7%	29.6%	25.5%
Don't know	12.0%	11.3%	12.4%	13.0%
Maintenance of city streets				
Very satisfied/satisfied	18.9%	19.2%	23.3%	19.0%
Neutral	16.7%	15.1%	17.5%	13.9%
Very dissatisfied/dissatisfied	62.7%	64.2%	55.1%	64.5%
Don't know	1.6%	1.5%	4.0%	2.6%
Maintenance of street in YOUR neighborhood				
Very satisfied/satisfied	33.6%	31.2%	23.9%	27.3%
Neutral	21.5%	18.5%	19.0%	16.0%
Very dissatisfied/dissatisfied	43.7%	48.7%	55.2%	55.3%
Don't know	1.3%	1.7%	1.9%	1.5%
The smoothness of city streets				
Very satisfied/satisfied	13.1%	12.0%	14.2%	9.4%
Neutral	19.3%	17.4%	16.2%	16.5%
Very dissatisfied/dissatisfied	65.9%	67.9%	66.2%	70.8%
Don't know	1.7%	2.8%	3.4%	3.2%
Condition of sidewalks in the city				
Very satisfied/satisfied	20.2%	13.6%	17.1%	14.8%
Neutral	31.3%	25.8%	24.2%	24.1%
Very dissatisfied/dissatisfied	39.7%	52.3%	52.1%	58.7%
Don't know	8.9%	8.3%	6.7%	2.5%
Maintenance of street signs				
Very satisfied/satisfied	42.6%	41.2%	39.8%	41.6%
Neutral	36.7%	36.5%	32.6%	36.8%
Very dissatisfied/dissatisfied	18.1%	18.9%	23.1%	18.8%
Don't know	2.6%	3.4%	4.5%	2.8%
Maintenance of traffic signals				
Very satisfied/satisfied	48.8%	49.4%	46.7%	48.5%
Neutral	33.9%	31.1%	31.2%	31.1%
Very dissatisfied/dissatisfied	14.3%	14.8%	16.1%	16.0%
Don't know	3.0%	4.7%	5.9%	4.4%
Maintenance and preservation of downtown KCMO				
Very satisfied/satisfied	21.7%	16.5%	26.8%	20.9%
Neutral	32.8%	33.9%	28.5%	27.5%
Very dissatisfied/dissatisfied	36.5%	38.3%	32.4%	44.6%
Don't know	9.0%	11.3%	12.3%	7.0%

* Shaded figures indicate significant differences between each area and all three areas combined.

Question/responses	North	South	East	West
Maintenance of city buildings, such as city hall				
Very satisfied/satisfied	31.5%	30.7%	42.2%	38.0%
Neutral	39.1%	38.6%	34.5%	35.1%
Very dissatisfied/dissatisfied	9.2%	11.6%	11.4%	11.8%
Don't know	20.2%	19.1%	12.0%	15.1%
Snow removal on major city streets during the past 12 months				
Very satisfied/satisfied	55.4%	53.3%	57.7%	54.1%
Neutral	22.3%	21.5%	22.1%	22.3%
Very dissatisfied/dissatisfied	19.7%	21.2%	17.4%	20.6%
Don't know	2.6%	3.9%	2.9%	3.0%
Snow removal on streets in residential areas during the past 12 months				
Very satisfied/satisfied	33.4%	34.4%	37.8%	33.4%
Neutral	19.9%	22.8%	21.8%	20.8%
Very dissatisfied/dissatisfied	44.1%	40.1%	37.4%	40.2%
Don't know	2.6%	2.8%	3.0%	5.7%
Mowing and tree trimming along city streets and other public areas				
Very satisfied/satisfied	39.5%	36.4%	32.2%	39.6%
Neutral	28.8%	25.8%	24.0%	25.5%
Very dissatisfied/dissatisfied	26.2%	34.3%	40.7%	32.4%
Don't know	5.5%	3.5%	3.1%	2.5%
Overall cleanliness of city streets and other public areas				
Very satisfied/satisfied	35.2%	27.5%	24.0%	34.3%
Neutral	30.1%	31.6%	28.8%	30.2%
Very dissatisfied/dissatisfied	32.5%	38.2%	44.3%	32.9%
Don't know	2.2%	2.7%	2.9%	2.6%
Overall quality of trash collection services				
Very satisfied/satisfied	62.5%	61.6%	52.7%	58.3%
Neutral	18.8%	17.1%	21.3%	17.4%
Very dissatisfied/dissatisfied	16.3%	18.2%	23.7%	19.6%
Don't know	2.4%	3.1%	2.4%	4.6%
Adequacy of city street lighting				
Very satisfied/satisfied	56.7%	60.2%	52.8%	59.8%
Neutral	23.4%	23.4%	24.3%	24.1%
Very dissatisfied/dissatisfied	16.3%	13.3%	20.2%	13.4%
Don't know	3.6%	3.1%	2.7%	2.8%
Timeliness of the removal of abandoned cars from public property				
Very satisfied/satisfied	18.4%	19.5%	22.9%	18.1%
Neutral	29.8%	25.3%	23.8%	26.8%
Very dissatisfied/dissatisfied	23.5%	27.0%	40.7%	23.5%
Don't know	28.4%	28.2%	12.6%	31.6%

* Shaded figures indicate significant differences between each area and all three areas combined.

Question/responses	North	South	East	West
Enforcing the clean up of litter and debris on private property				
Very satisfied/satisfied	17.3%	15.2%	17.6%	14.1%
Neutral	28.3%	24.8%	22.0%	26.2%
Very dissatisfied/dissatisfied	34.1%	42.4%	52.2%	40.7%
Don't know	20.3%	17.7%	8.2%	19.0%
Enforcing the mowing and cutting of weeds on private property				
Very satisfied/satisfied	17.9%	14.2%	16.3%	14.5%
Neutral	27.1%	25.5%	21.9%	25.9%
Very dissatisfied/dissatisfied	35.2%	42.6%	54.1%	39.4%
Don't know	19.7%	17.6%	7.7%	20.1%
Enforcing the maintenance of residential property				
Very satisfied/satisfied	19.2%	17.0%	20.1%	17.4%
Neutral	31.9%	29.9%	28.9%	30.0%
Very dissatisfied/dissatisfied	29.1%	35.8%	42.7%	33.9%
Don't know	19.8%	17.3%	8.2%	18.7%
Enforcing the exterior maintenance of business property				
Very satisfied/satisfied	21.9%	18.1%	20.9%	18.1%
Neutral	36.3%	34.2%	34.1%	32.2%
Very dissatisfied/dissatisfied	19.5%	25.5%	32.2%	28.3%
Don't know	22.3%	22.2%	12.8%	21.4%
Enforcing codes designed to protect public safety and public health				
Very satisfied/satisfied	26.6%	22.9%	23.9%	21.9%
Neutral	36.6%	34.0%	34.3%	35.5%
Very dissatisfied/dissatisfied	14.4%	19.1%	26.8%	17.7%
Don't know	22.4%	24.0%	15.0%	24.9%
Enforcing sign regulations				
Very satisfied/satisfied	25.1%	24.2%	24.8%	21.4%
Neutral	37.6%	34.5%	35.7%	36.2%
Very dissatisfied/dissatisfied	12.8%	14.3%	21.5%	14.1%
Don't know	24.5%	27.0%	18.0%	28.3%
Enforcing and prosecuting illegal dumping activities				
Very satisfied/satisfied	14.6%	12.8%	14.4%	12.3%
Neutral	26.1%	20.8%	21.6%	23.8%
Very dissatisfied/dissatisfied	34.9%	44.1%	54.6%	35.9%
Don't know	24.4%	22.3%	9.4%	28.0%
Enforcing equal opportunity among all citizens				
Very satisfied/satisfied	29.7%	27.0%	22.9%	26.4%
Neutral	34.8%	30.7%	28.0%	30.6%
Very dissatisfied/dissatisfied	10.9%	17.9%	35.3%	16.1%
Don't know	24.6%	24.4%	13.8%	27.0%

* Shaded figures indicate significant differences between each area and all three areas combined.

Question/responses	North	South	East	West
During the past 12 months, approximately how many times did you or other members of your household visit <u>any parks in KCMO</u>				
At least once a week	7.5%	10.1%	10.3%	19.0%
A few times a month	15.2%	15.9%	17.9%	24.4%
Monthly	14.2%	9.9%	10.8%	17.4%
Less than once a month	30.1%	30.9%	23.9%	23.2%
Seldom or never	33.0%	33.1%	37.1%	15.9%
Approximately how many years have you lived in KCMO				
Mean	26.3%	36.2%	41.5%	29.2%
Median	23.0%	37.0%	43.0%	27.0%
How would you rate KCMO as a place to live				
Excellent/good	77.0%	72.2%	60.6%	77.8%
Neutral	14.1%	15.8%	22.0%	13.2%
Below average/poor	8.6%	11.2%	16.0%	8.6%
Don't know	0.4%	0.9%	1.3%	0.4%
How would you rate KCMO as a place to raise children				
Excellent/good	66.6%	49.7%	41.9%	45.1%
Neutral	15.4%	20.7%	24.1%	19.3%
Below average/poor	13.0%	25.3%	30.2%	28.4%
Don't know	5.0%	4.3%	3.9%	7.1%
How would you rate KCMO as a place to work				
Excellent/good	66.5%	62.3%	51.7%	64.0%
Neutral	18.9%	22.7%	26.3%	20.5%
Below average/poor	12.1%	12.5%	18.9%	12.6%
Don't know	2.5%	2.5%	3.0%	2.9%
How safe do you feel at home during the day				
Very safe/safe	88.0%	80.3%	68.1%	83.6%
Neutral	9.2%	13.4%	21.7%	12.3%
Very unsafe/unsafe	2.2%	5.3%	8.8%	3.0%
Don't know	0.5%	1.0%	1.4%	1.0%
How safe do you feel at home at night				
Very safe/safe	77.4%	64.1%	50.5%	70.1%
Neutral	14.3%	20.5%	26.0%	19.2%
Very unsafe/unsafe	7.7%	14.4%	21.6%	9.7%
Don't know	0.6%	1.0%	1.9%	1.0%
How safe do you feel in your neighborhood during the day				
Very safe/safe	87.3%	77.1%	57.2%	79.7%
Neutral	9.8%	15.0%	26.5%	15.1%
Very unsafe/unsafe	2.6%	6.6%	15.0%	4.5%
Don't know	0.4%	1.3%	1.3%	0.7%

* Shaded figures indicate significant differences between each area and all three areas combined.

Question/responses	North	South	East	West
How safe do you feel in your neighborhood at night				
Very safe/safe	72.9%	52.7%	33.4%	49.4%
Neutral	18.4%	26.5%	28.1%	26.1%
Very unsafe/unsafe	7.9%	19.2%	36.8%	23.0%
Don't know	0.9%	1.6%	1.7%	1.4%
How safe do you feel in city parks during the day				
Very safe/safe	40.2%	35.9%	29.8%	58.6%
Neutral	31.2%	31.9%	32.0%	22.8%
Very unsafe/unsafe	16.4%	20.7%	26.9%	10.7%
Don't know	12.2%	11.4%	11.2%	8.0%
How safe do you feel in city parks at night				
Very safe/safe	5.8%	3.3%	5.7%	7.5%
Neutral	21.0%	17.9%	15.6%	18.0%
Very unsafe/unsafe	56.9%	64.8%	65.0%	61.7%
Don't know	16.4%	14.1%	13.8%	12.8%
Do you own or rent your current residence				
Own	86.5%	84.8%	76.7%	74.1%
Rent	12.3%	13.0%	20.1%	23.8%
No answer	1.2%	2.2%	3.2%	2.2%
Which of the following best describes your race/ethnicity				
Asian/Pacific Islander	1.3%	0.8%	1.6%	1.3%
White	79.6%	66.9%	36.2%	71.2%
American Indian/Eskimo	0.2%	0.5%	0.8%	0.3%
Black/African American	12.1%	25.5%	55.3%	21.6%
Other	6.8%	6.4%	6.1%	5.7%
Are you or any other members of your household of Hispanic, Latino, or other Spanish ancestry				
Yes	5.0%	5.1%	6.3%	6.8%
No	93.1%	92.6%	90.1%	91.4%
Declined	1.9%	2.4%	3.6%	1.7%
Would you say your total annual household income is				
Under \$30,000	16.7%	23.2%	51.0%	22.6%
\$30,000 to \$59,999	28.0%	34.0%	30.3%	26.4%
\$60,000 to \$99,999	33.1%	22.3%	8.8%	20.6%
More than \$100,000	13.5%	10.6%	2.9%	24.3%
Declined	8.7%	9.9%	7.1%	6.1%
Your gender is				
Male	56.1%	51.4%	46.4%	55.7%
Female	43.9%	48.6%	53.6%	44.3%

* Shaded figures indicate significant differences between each area and all three areas combined.